

Incident vs. Request:

What's the Big Diff. and why is it important to your organization?

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Biography ~ Rodger Barnes

Certifications

- CPDE - Certified Process Design Engineer
- ITIL v3 Foundations
- ITIL v3 Continual Service Improvement

Work Experience

- IT journey began in 1994
- WiTel – Miami Dade County Aviation
- University of Miami – IT Manager, CSI,
- Joined InSource in January 2017



Agenda

About InSource

- Offerings
- Partners & Our Clients

Incident vs. Request

- Why separate Incident and Requests
- Business Challenges
- Demo
- Resources
- How Can InSource Help?



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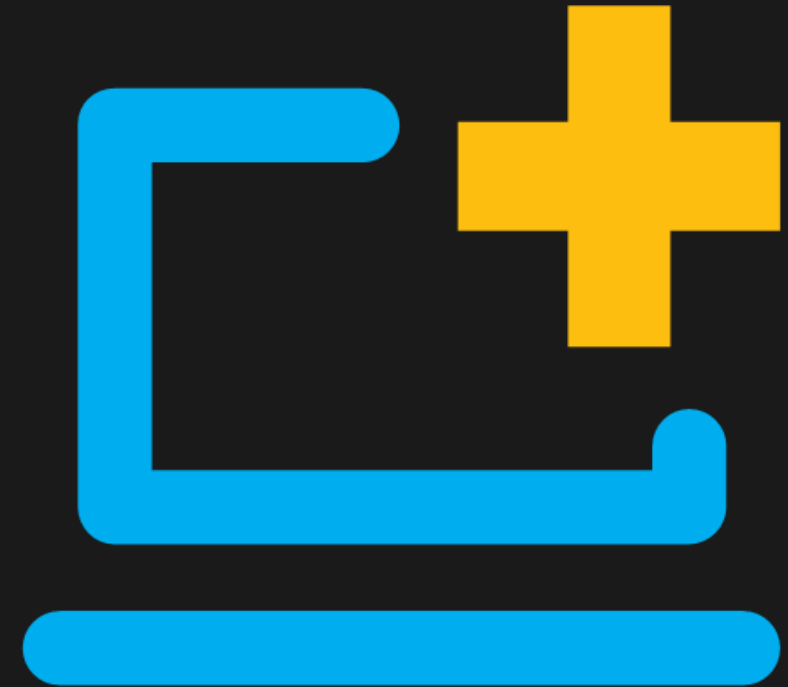
Highest Number of Deployments
Americas Services Partner

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InSource Offerings

- IT Service Management (ITSM)
- IT Operations Management (ITOM)
- Project & Portfolio Suite (ITBM)
- Customer Service Management (CSM)
- Security Operations
- Process Improvement Workshops
- ServiceNow Instance & Process Assessments
- Talent Acquisition
- Okta & Pure Storage Partner



Notable Customers





Separating Request and Incident: What's in it for me?

- Improved Response
- Targeted Workflows
- Improved Reporting and Metrics

Incident vs. Request – High Level

Incident	Request
Something I have is not working as expected	I need something I don't already have
Unplanned work interruption reported by users	Planned work – known responses. Good candidates for predefined workflow and automation
Generally uses incident stages	Examples:
May reflect a hardware issue	New Hardware
May reflect a software defect	New Software Title
May impact other Business Services	New Software Feature
May be escalated to Major Incident	Access to internal and external systems
Can be escalated to Problem, then Change or Demand/Project	Can be escalated to Change and utilize a pre-approved Standard Change or Runbook

Business Challenges

- Difficulty in Routing Tickets
- Constructing appropriate SLAs
- Different stages/workflows
- Reporting challenges
- Performance Analytics challenges due to mixed records types
- Automate Change Management for repetitive requests




Request



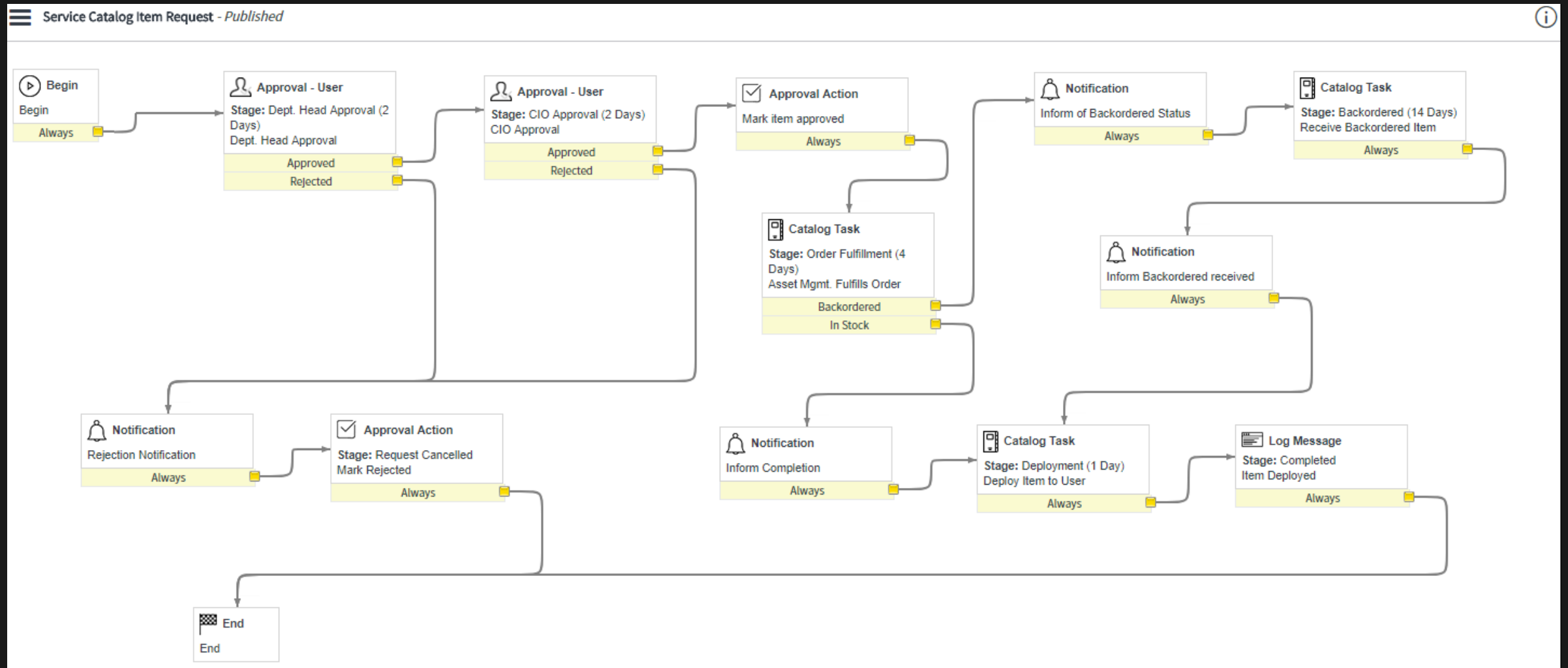
Incident



Typical Incident Lifecycle

 User	IT member 	ServiceNow 
Enters incident and selects category		<ul style="list-style-type: none"> • Auto-assigns priority • Assigns to group/user based on assignment rules • Sends notification based on configured notifications for group/user
	Diagnoses incident—Can it be resolved within incident management?	
Reviews resolution and closes incident	✓ Yes: <ul style="list-style-type: none"> • Proposes resolution • Sets state to resolved 	Sends notification to user to review and close incident
	✗ No: promotes incident	Associates incident with the problem
Reviews resolution and closes incident	Resolves problem	<ul style="list-style-type: none"> • Sets associated incident to resolved • Sends notification to user to review and close incident

Typical Request Workflow



Value Proposition – Separating Incidents and Requests

- **Faster Resolution via improved routing**
 - Assign the Incident or Request to the correct teams and team members
- **Reporting**
 - Metrics identifying success are very different for Incident than Request
- **Workflow Support for Requests**
 - Generating tasks based on request type
 - Automating request approval from Change Board via pre-defined Standard Change Approval and execution
 - Example – software installs from an approved library

DemoNow

Recap

1. Incident
 - Business Service not operating optimally
 - Break/Fix
 - Unplanned work
 - ServiceNow Performance Analytics
2. Request
 - Need for something not currently available to the user
 - Service Portal/Service Catalog defines requests
 - Routing to resources and automated Task generation
 - Can utilize Orchestration to execute on other platforms
3. Proactive Process Automation
 - Support Incident and Request, but with different requirements
 - Automated Work Assignments
 - Business Rules



Results

- Incident - Improved Resolution Times
 - Auto Assignment by skill set
 - User visibility to notes and actions
 - Communications between Incident reporter and Incident resolver
- Request – Improved Workflow and deliver timetable
 - Auto Assign by skill set or other criteria
 - Full workflow to support Approvals, Task generation, and Delivery
 - Integration with Change Management
- Reports
 - Ability to easily separate Incidents and Requests for reporting on volumes, types, and responsiveness/success

Resources

- **ServiceNow Conversations:** [Modernize IT Service Management](#)
- **Product Info:**
 - [IT Service Management](#)
 - [Performance Analytics & Reporting](#)
 - [Knowledge Management](#)
 - [Service Level Management](#)
- **ServiceNow Docs:**
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- **ServiceNow Community:** [Measuring Success: Get Common KPIs & Tips](#)
- **Your Sales Teams:** ServiceNow & InSource

How can InSource help?

- RoadMapping
- Health Assessments
- Process Consulting with industry experts
- Implementation
- Custom Training
- Licensing
- And much more!



Questions?

Feel free to contact us:

ServiceNowWebinar@insourcenow.com



A woman in a dark tank top and light shorts stands on the peak of a large, reddish-orange rock formation. Her arms are raised in a celebratory gesture. The background shows a vast desert landscape with more rock formations under a bright, slightly hazy sky. The entire scene is framed by a large white circle on the left side, which contains the text.

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webinar!**

Let's talk ITIL:

**Major Incident vs.
Problem Management**

July 11th, 2018



Thank You!