What is it?

Incident management focuses on restoring services as quickly as possible following an unplanned service interruption or a reduction in service quality. The process provides staff guidance on intake, diagnostic, and escalation procedures to quickly restore services with minimal impact to users.

What's in it for you?

The incident management process allows staff to
- record incidents against specific services;
- match incidents against known problems;
- prioritize incidents by impact and urgency; and
- escalate incidents as appropriate to ensure a timely resolution.
What’s in it for Penn State?

The incident management process benefits the University by helping to
• fulfill and maintain consistent levels of service;
• increase staff productivity and efficiency;
• optimize available resources; and
• improve customer satisfaction and productivity.

At the local level, a process manager maintains procedure documentation and coordinates training for his or her unit. The process manager also monitors and reviews service levels and process reporting.

You can find your local process manager’s contact information at http://smo.psu.edu/contact-us/

ITIL Definition

The process responsible for managing the lifecycle of all incidents. Incident management ensures that normal service operation is restored as quickly as possible and the business impact is minimized.