

Advanced Incident Management Plug-In for ServiceNow

now

Certified App

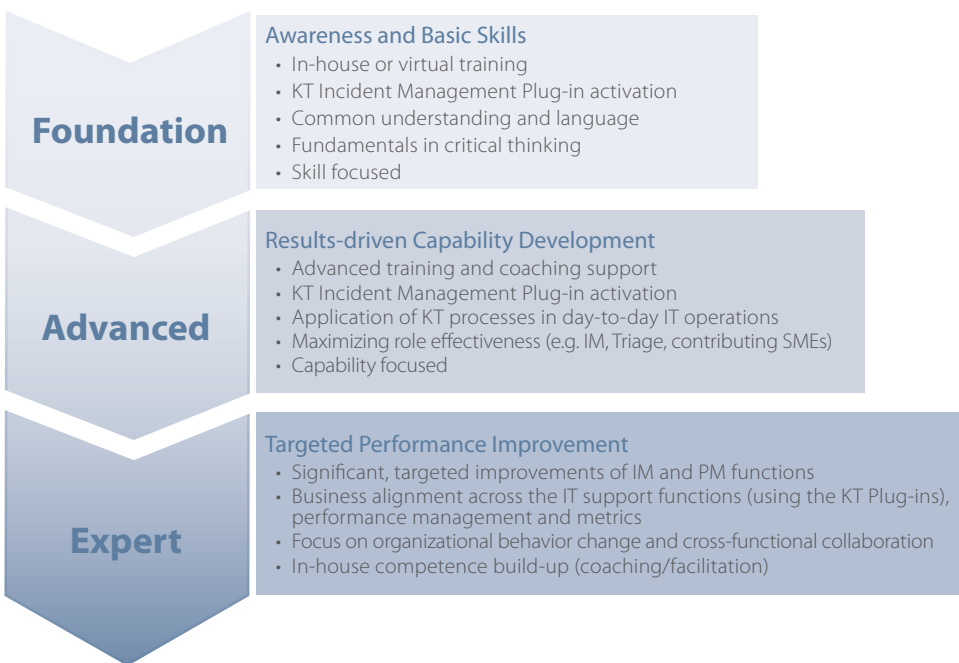
Increase the speed and quality of Major Incident Management (IM) with the world's leading troubleshooting solution

Highly effective Incident Management processes are crucial to the stability of IT and keeping customers satisfied.

Kepner-Tregoe's best practice Clear Thinking process has helped hundreds of Fortune 500 companies dramatically improve their IT performance.

We provide incident managers with a set of consistent, high-quality skills to drive rapid restoration of major incidents.

Start your journey to Advanced IM on ServiceNow



Client results delivered

- ➔ Reduced MTTR 74%
- ➔ Reduced variance by 77%
- ➔ Improved the quality of escalated incident tickets by 67%
- ➔ Improved escalation avoidance by 31%

Kepner-Tregoe plug-in, in brief:

- ➔ Supports KT's ITIL®-recognized best practices for Incident Management
- ➔ Drives structured thinking and makes critical data visible at a glance
- ➔ Enables your Incident Managers to restore service faster
- ➔ Integrates with your standard Incident records
- ➔ Ensures automated hand-over of critical knowledge from IM to PM (when both plugins are being used)
- ➔ Enables consistent incident documentation and creation of reusable knowledge
- ➔ Drives adoption and maximizes the ROI of your ServiceNow implementations

Welcome: KT Inc TestUser

Incident Analysis - KTIAG001133

Number: KTIAG001133
Parent: INC0010108
Incident Lead: [Search]
Incident Coordinator: [Search]

Step 1 - Situation Appraisal	Concern	Context	Action Items	Current Impact
X	Vibration is out of control	Give engineering the go ahead and budget...	Develop budget to solve donut machine w...	Machine is ok now
X	Questions about the new breakfast donut	Distribution have not been notified about...	Design marketing and communications pack...	Worried and anxious
X	Our team is not ready for the huge new...	We have never processed an order this bi...	Understand potential problems for huge n...	No customer facing impact, team is worried
X	one two three four five six seven eight	one two three four five six seven eight		
X	Implement the acquisition strategy to...	Investigate which packaging materials co...	Select packaging materials company to ac...	No current impact
X	Donuts are Bad!	Sugar Donuts have round edges and spikes...	Find cause of sugar donuts having round ...	One row of four not producing correctly

Step 2 - IS and IS NOTs	Type	Is	Is Not
X	A1. What Object	Sugar Donuts	Plain Frosted
X	A1. What Object	Donuts	Cruisers
X	A2. What Deviation	Round Edges	Overcooked, Under cooked, Too Thin, Too ...
X	B1. Where Geographically	Row 1	Row 2,3,4
X	B1. Where Geographically	Fast Line	Quality Control, Packaging
X	B2. Where On The Object	Outside Edge	Inside, Trailing, or Leading Edge
X	C1. When First	About 30 Minutes Ago	Before That
X	C2. When Since	Continuous	Periodic, Random
X	C3. When In The Lifecycle	After Cutting	After Cooking, Topping, Etc.
X	D1. Number of Deviations & Trend	25%	Greater than or less than 25%
X	D2. Size of Deviations & Trend	Entire Edge	Partial Edge
X	D3. Deviations per Object & Trend	1 Edge Per Donut	More than 1 up to 4