

Practical assignment 3.3

Dealing with and rounding off incidents reported

Activities

Taking on second line incident reports.

Analysing and dealing with the reports.

Checking whether the user is satisfied with the way the incident has been dealt with.

Registering, documenting and reporting

Qualification dossier	ICT management 2007 - 2008
Position	ICT Manager
Core task 3	Managing (parts of) information systems
Work process 3.3	Dealing with and rounding off incidents reported



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Activities

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Introduction

In practical assignment 3.3 you are going to learn how to take on and deal with incident reports in independently managed information systems.

In this practical assignment *Dealing with and rounding off incidents reported* you will find the following components:

- an overview of the qualification dossier (QD);
- assignments;
- support in the assignments:
 - *questions;*
 - *the step-by-step plan that you can use in preparing and carrying out the assignments;*
 - *tips carrying out the assignments.*

Overview of the qualification dossier

ICT management

Core task Work process	ICT Manager	Network Manager
1 Developing (parts of) information systems		
1.1 Determining the information needs	x	x
1.2 Producing a design for (part of) an information system	x	x
1.3 Drawing up a plan of action	x	x
1.4 Creating a test environment	x	x
2 Implementing (parts of) information systems		
2.1 Drawing up an implementation plan	x	x
2.2 Carrying out an implementation plan	x	x
2.3 Providing support for acceptance tests	x	x
2.4 Evaluating an implementation	x	x
3 Managing (parts of) information systems		
3.1 Preventing disruptions / malfunctions	x	x
3.2 Localizing and remedying disruptions / malfunctions	x	x
3.3 Dealing with and rounding off incidents reported	x	
3.4 Drawing up and monitoring procedures	x	x
4 Setting up and organizing a service desk		
4.1 Making a service desk operational	x	
4.2 Managing a service desk	x	
4.3 Drawing up users' instructions	x	

Activities

- ▶ Taking on second line incident reports.
- ▶ Analysing and dealing with the reports.
- ▶ Checking whether the user is satisfied with the way the incident has been dealt with.
- ▶ Registering, documenting and reporting

Assignment 1:**Dealing with and rounding off incidents reported**

In this assignment you will independently take on and deal with incident reports.

Register a (number of) incident report(s) and deal with one or more of these. By using logbooks or the like, check whether this/such a report has been made earlier and how this was solved on that occasion.

Ask clear, straightforward questions in order to gain as much information as possible that could help in solving the problem. Analyse the incident report(s) and deal with the incident. Check whether the problem has been solved satisfactorily.

Make a report of the incident and the solution to it, and document everything in the documentation system.

Support in the assignments



Questions

You can use these questions in preparing the assignments. The subjects will come up again in the review discussions with your practical tutor.

1. You might be confronted with all sorts of matters that make it difficult to carry out your assignment well. These could be what the work actually involves (for example dealing with confidential information), contacts with others (colleagues, clients) and the circumstances under which you have to work (for example working against the clock). What plays a role in your work situation, and how do you deal with it?
2. Who has the responsibility with respect to the solution of incidents if these have been delegated?
3. What resources for analysis are at your disposal?
4. What is the position with respect to Service Level Agreements with third parties and internal parties?
5. Where can you find information about past incident reports and solutions?
6. In what way, apart from asking directly, can you measure/check on the degree of user satisfaction with the way a problem has been dealt with?



Step-by-step plan

You can refer to this step-by step plan when preparing and carrying out the tasks required for this practical assignment.

Step 1 Take on and deal with a number of second-line incident reports.

Step 2 Pose clear questions to those reporting the incident.

Step 3 Compare the report with previous reports in the logbooks and documentation.

Step 4 Decide, on the basis of an initial analysis, the way in which you can solve the problem and then apply the remedy.

Step 5 In the event of more complex incidents or those that cannot be remedied immediately, examine how you can deal with the incident in the second instance. If you must delegate, determine which department should/can deal with the incident, but retain overall control over the incident.

Step 6 Deal with the incident and inform the person reporting it that this has been done.

Step 7 Document all relevant details in the appropriate documentation system.

Step 8 Report to your superior.

Step 9 Propose any possible measures for the prevention of incidents reported.



Tips

- Spend some time working with the service desk
- Most operating systems have some form of logging; you can often find relevant information therein.
- Malfunctions can also be caused by external factors, such as the relocation of office furniture, construction work, and the like. The general condition of the physical network can also be the cause of malfunctions or other problems.
- Altered settings of the firewall, anti-virus or anti-spam, for example, can be viewed as a malfunction by the person reporting the incident.
- Untested updates or upgrades can also cause malfunctions.