

# Microsoft Proactive Operations Program for Incident Management

## Recognition and Timely Escalation of Incidents to Minimize Service Disruptions

*Better manage your Customer Service and Incident Management process through targeted working sessions.*

The Microsoft Proactive Operations Program for Incident Management solution allows you to:

- Improve end-user satisfaction
- Predictably escalate major incidents
- Reduce business impact of incidents through timely resolution
- Proactively identify trends and problems through accurate incident data

### Overview

Does your company IT have a low satisfaction rate with customer service? Do you lack a structured approach for incident escalation? The Microsoft Proactive Operations Program for Incident Management provides your IT staff with specific recommendations and guidance to improve your Incident Management process. This solution is designed to help your IT team:

- Improve the state of IT Operations
- Decrease incident mean time to resolution
- Efficiently handle high impact incidents

Customer service is the key entry point from all areas of the business into IT. It is crucial that a sound Incident Management process be in place to drive satisfaction of IT throughout the business. The goal of this process is to provide a positive experience for users by meeting their IT needs and addressing complaints and issues that arise during the normal course of using an IT service.


During the delivery of the Proactive Operations Program, your IT Operations will learn the methods and get the deliverables necessary to provide this experience to your business in an efficient and cost-effective manner.

### Comprehensive Delivery Structure

During the delivery of the Proactive Operations Program for Incident Management, Microsoft Services will perform an assessment of the current environment and existing practices, as well as perform knowledge transfer of Microsoft best practice and processes.

Specifically, the solution provides:

- Assessment of current Customer Service and Incident Management processes and practices
- A definition of the future desired state, including process flows for normal and major incidents as well as roles and responsibilities for IT personnel



*Streamline your incident escalation paths with a functional and hierarchical approach.*

Is the Proactive Operations Program for Incident Management right for your organization?

- Is your business severely impacted by issues that arise during the normal course of using an IT service?
- Do you recognize recurring incidents that could be prevented by a proactive identification of incident trends?
- Are your valuable IT personnel spending more time on resolving incidents than on projects, planning, and strategy?

- Education and guidance about the recommended process and how it relates to other process improvement areas

The engagement concludes with a final report outlining key recommendations uncovered during the working sessions of the delivery. The report outlines the recommended action plan and immediate next steps to drive improvements to Incident Management.

## Knowledge Transfer

Your Microsoft Subject Matter Expert for Operations will work with your Customer Service and Incident Management staff to outline and demonstrate the recommended approach to Incident Management.

Throughout the engagement, the Microsoft resource will reinforce key process activities, offer specific guidance about fine tuning the practices already in place, and provide corrective actions for implementation.

## A Tested Process

The Proactive Operations Program for Incident Management solution is built on top of the industry-accepted IT Infrastructure Library (ITIL) and Microsoft Operations Framework (MOF) best practice. This includes customized process flows as well as detailed roles and responsibilities necessary to maintain an effective incident resolution process.

Please contact your Microsoft Services representative for more information about the Incident Management solution.

## Maximize the Value of Your IT Investments

Ensuring you get the most out of your IT investments is the mission of Microsoft Services. Whether you are looking to improve your bottom line, enhance productivity, or use technology to realize new business opportunities, Microsoft is ready to assist. From business support to strategic consulting, we offer a full range of Premier Support services for any stage in your IT lifecycle.

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