



Incident
Management



aws Advanced
Consulting
Partner

veeam
CSPPARTNER Gold | PROPARTNER Silver

vmware
CLOUD
VERIFIED



ISO 20000
ISO 27001
ISO 27017
BUREAU VERITAS
Certification

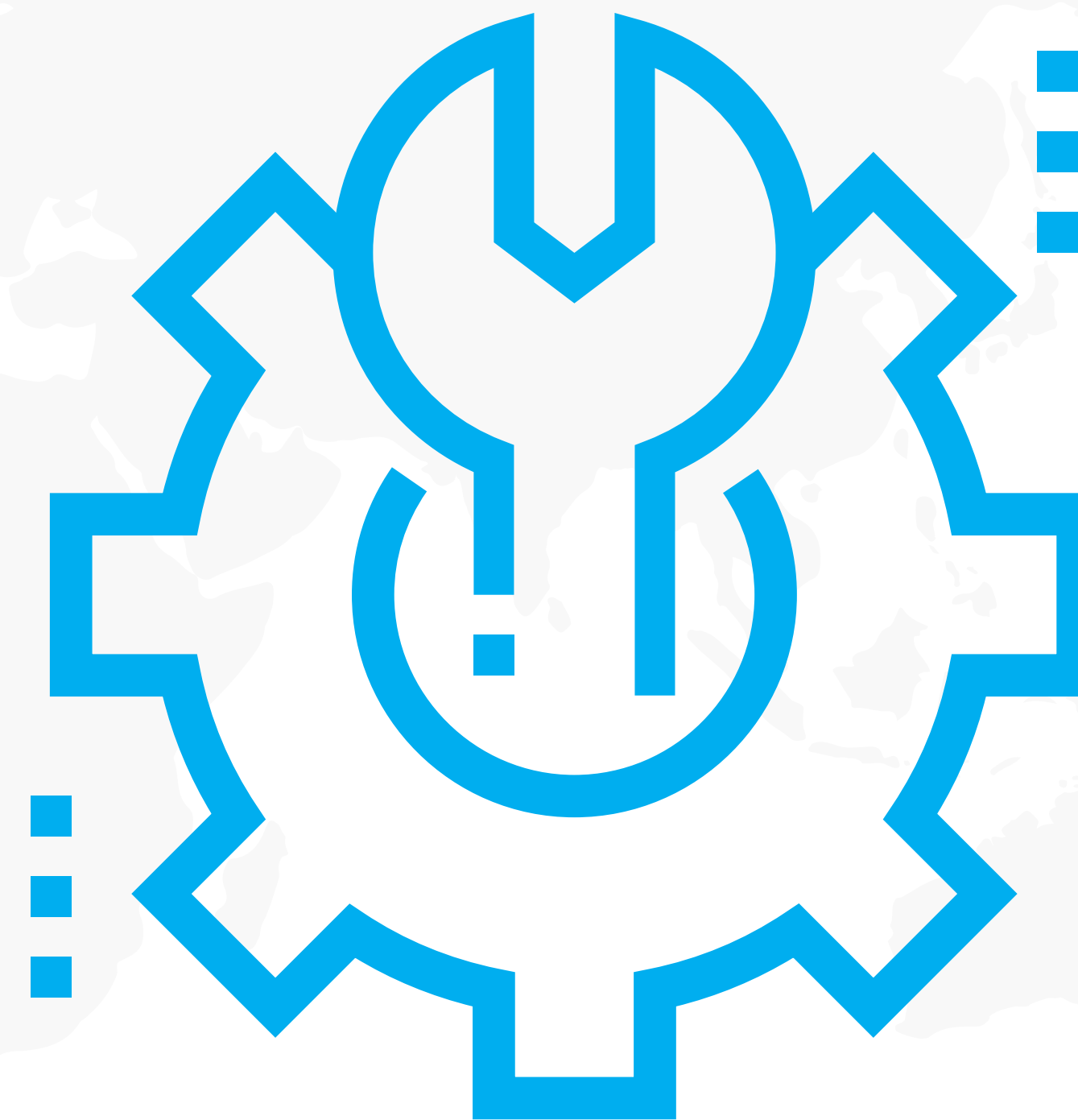


Service Overview

Incident management is a reactive process of returning service to normal as fast as possible after disruptions.

Unfortunately, incidents happen, and time spent resolving issues makes a big difference. Every second lost means lost money. Therefore, detecting core issues and restoring services as fast as possible is crucial.

ITIL (IT Infrastructure Library) incident is defined as: “An unplanned interruption that causes, may cause, or reduces the IT Service quality.” Incidents may be small, medium, or severe, ranging from a printer not working to a server going down, making core business apps inaccessible.



Incident Management Roles & Priorities

We differentiate a couple of incident management roles and priorities.

Incident Management Roles



1st Level Support

Provides basic support levels such as account management, password resets, and general troubleshooting. Level 1 involves staff trained to resolve common incidents.



2nd Level Support

Provides support for complex issues requiring more training and skill. Level 2 involves staff with specific knowledge of the system affected by the incident.



3rd Level Support

Provides support for major incidents. Level 3 involves staff like solution architects or senior engineers who work on the architecture and design of IT services.

Incident Management Priorities



Prio 1

Issues that affect a large number of users and prevent businesses from functioning normally.



Prio 2

Issues that affect users, but disruption is either slight or brief.



Prio 3

Issues that don't affect users, users can work despite the problem.



Prepare for unpredictable events
and minimize prolonged and
expensive downtime!

Incident Management Workflow

The incident management resolution process is established to efficiently diagnose the problem, find effective solutions, and consequently, minimize recovery time.



Identification

The issue is identified by our monitoring system or reported manually.



Logging

The issue is logged into our system automatically (through sensors) or manually by our team.



Prioritization

Based on the issue's severity, our team does the prioritization.



Response

Our team notifies the customer about the issue priority.



Diagnosis

Our team discovers the services affected by the issue and looks for possible solutions.



Escalation

Based on the diagnosis, the issue is escalated to the second or third level if needed.



Resolution

Our team resolves the issue so the service functions as intended.



Closure

Our team notifies the customer about the resolution. Upon the customer's confirmation, the issue is closed in our system.

Incident Management Options

You can choose between two incident management options based on your needs.



24x7 Incident Management

Option for demanding customers who rely on services that need to work all year round, 24x7.



7-18 Incident Management

Option for less demanding customers. Issues are resolved during regular working hours, five days a week, 7-18.

Why Should You Work With Us?

We are a team of IT experts focused on providing high-end IT services based on cloud technology. With the right amount of knowledge, experience and quality, we continually deliver successful IT projects.

 **Advanced Consulting Partner**

AWS Advanced Consulting Partner

Heptabit is one of the four largest AWS partners in the CEE region. As a client, you receive the service according to rigorous AWS quality standards.

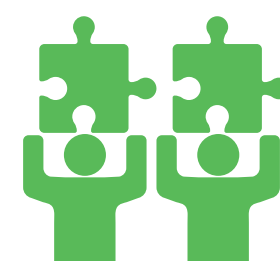
Flexibility

Our infrastructure and operations teams are composed of people with vast experience across many different industries and technologies.



Knowledge and Expertise

Our certified AWS and VMware experts are here to deliver IT solutions based on the industry's best practices.



Technology Partner

We act as your technology partner, helping you solve real business problems and deliver concrete benefits.



High Quality

Our services are compliant with industry-leading IT management and cloud/information security ISO standards.

Contact Us

If you have any questions, do not hesitate to contact us.
We shall be glad to help you!



CALL US

+385 1 8888 660



E-MAIL US

info@heptabit.com



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