



CONTINUITY & RESILIENCE

1 Day Critical Incident Management Workshop

Course description:

ITIL defines them as incidents of highest impact, resulting in a significant disruption to the business. As such they demand our urgent and focused attention not only when they occur but in planning activities well ahead of time. In case these high impact incidents are not managed adequately, it normally leads to triggering of the Business Continuity Plans so the business impact can be curtailed.

This highly interactive workshop will help you to determine how to define and detect a major incident and will explore the ways of taking ownership and working towards a speedy resolution.

This workshop entitles you to 8 CPE credits.

Learning Objectives:

- Understand the concepts of
 - Incident
 - Critical Incident and
 - Incident Management
- Define a Critical Incident process
- Understand the role of Problem Management / Root Cause Analysis
- Gain an appreciation of the Roles and Responsibilities associated with the Major Incident process

Who should attend:

- IT Managers
- Service Level Managers
- Service Desk Managers
- Incident Managers
- IT Service Continuity Managers

For further information please email us at info@coreconsulting.ae

*Process Excellence and Resilience...
Creating Corporate Sustainability*

Continuity and Resilience – Copyright 2017

DD02052017