

3 Incident Management Essentials

ITIL Processes at the Service Desk

Prioritize Incidents

Impact and Urgency

Prioritize high-impact, high-urgency incidents first

Categorization

Properly categorize incidents to streamline resolution

Escalate Problems

Documentation

Document information before escalation for smooth handover

Clear Escalation Paths

Establish clear paths for unresolved incidents at the Service Desk

Contact Customers

Clear Communication

Use clear and concise language

Regular Updates

Provide regular updates on incidents and service requests



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