

Incident

Unplanned interruption or reduction in quality of an IT Service. The failure of a configuration item (“CI”) that has not yet had an impact on the service is also an incident.

Examples:

- » Defective equipment
- » Error message from a software
- » Paper jam

Actions must be taken to restore the service as soon as possible so that the business impact is minimized.

The incident must be marked « resolved » as soon as the service is restored.

Service Request (SR)

Request submitted by a user to get an IT service provided by the IT organization.

Examples:

- » Request for information or advice
- » Access request
- » Acquisition of hardware or software
- » Installation of a workstation

A service request is a standard change referred to Request Fulfilment process. It is usually followed by the Service Desk. It includes **pre-defined tasks**, it has **little impact** on the infrastructure and its **execution delay** is known.

Problem

Unknown cause of one or several incidents. Recurrence of an incident is a sign that an underlying cause exists.

Examples:

- » Frequent paper jam of the same printer
- » Performance problems
- » Software bugs

Problem management aims to prevent or reduce incidents and problems by removing the errors on the infrastructure or minimize the impact. It provides temporary solutions for Incident Management or ensures the application of a permanent solution through a change.

It is not necessarily mandatory to create a problem when an incident is resolved by a change.

Change

Addition, modification or deletion of what might have an effect on IT services (“CI”).

Examples:

- » Application change
- » Server reboot
- » Installation of a network equipment
- » OS updates

Change Management process ensure that all changes are recorded and evaluated, and that authorized changes are prioritized, planned, testes, implemented, documented and reviewed in a controlled manner while considering the minimum disruption to IT services.

Change requests may be issued by IT, business lines (new system requests) and application managers.