



# Helpdesks' Role in Mitigating Major Incidents

1

## INCIDENT REPORTING

- End-users or automated monitoring systems report incidents to the Helpdesk.
- Agents log incidents, capturing relevant details such as impact and urgency.



2

## INCIDENT CATEGORIZATION

- Helpdesk categorizes incidents based on predefined criteria (e.g., hardware, software, network).
- Prioritize incidents based on their impact on business operations and urgency.



3

## ESCALATION

- Helpdesk identifies major incidents with significant impact.
- Escalate major incidents to the Major Incident Management (MIM) team.



4

## INCIDENT RESOLUTION SUPPORT

- Helpdesk provides ongoing support and assistance to the MIM team during incident resolution.
- Act as a liaison between the MIM team and affected end-users, providing updates and managing expectations.



5

## POST-INCIDENT REVIEW

- Helpdesk participates in post-incident reviews to provide insights and lessons learned.
- Document incident details, actions taken, and any improvements identified.



# Major Incident Management

**Advanced Life Support Group (ALSG)**



## **Major Incident Management:**

*Major Incident Management for IT Operations* Christopher Skelton, 2017-09-19 There are numerous books on incident management from different best practices but few that provide a comprehensive guide to major incident management for information technology IT The ITIL IT Operations Manual has three paragraphs dedicated to major incident management Major incident management has become a career choice as many businesses employ specialists responsible for returning services to normal as soon as possible after a major incident while minimising impact to the business Hence this book has been written focusing on those elements of major incident management which were not covered in this level of detail by best practice frameworks or by other authors This book has been written considering the challenges faced by major incident managers focusing on the definition and establishment of a major incident management process roles and responsibilities showing value through matrices and self management during a major incident This book takes the reader through all aspects of major incident management

- 1 Introduction to Major Incident Management A high level introduction discussing what a major incident is and what major incident management is and is not
- 2 Defining What Constitutes a Major Incident Rules for assigning priorities to Incidents including the definition of what constitutes a major incident as agreed between IT and the business It outlines sequential steps which could help define which incidents should trigger the invocation of the major incident process
- 3 Define Interfaces with Other Functions Defines the relationship with all stakeholders building the cross functional team
- 4 Define the Engagement and Escalation Plan Processes that need to be in place to ensure rapid engagement when a major incident is reported
- 5 Major Incident Management Tools and Infrastructure These will enable efficient effective and rapid resolution of major incidents
- 6 Define the Major Incident Management Process The sequence of steps that should occur following a major incident being reported This includes process flow charts and the definition of roles and responsibilities
- 7 Roles and Responsibilities Agreed and defined responsibilities for all of the cross functional major incident management team members
- 8 Communication Plan Defined and agreed plan to communicate a major incidents status across all stakeholders
- 9 Post Major Incident Review Identify lessons learnt to enable continuous service improvement and handover to problem management
- 10 SLA s OLA s and UC s Defining and agreeing the major incident management service level agreements with the business and the operating level agreements and third party underpinning contracts required to support these agreements
- 11 Major Incident Management Matrix Measuring performance against service level agreements and key performance indicators
- 12 Major Incident Manager Self Management Tips and tricks for the major incident manager to manage the incident as effectively and efficiently as possible in stressful scenarios

**Major Incident Management System (MIMS)** Timothy J. Hodgetts, Crispin Porter, 2002-06-03 This highly practical aid to management of major incidents is the refined and improved new edition of Prehospital Emergency Management Master Concentrating on the essential elements in treatment and transport of the wounded in a major incident this new system provides easily assimilable

information on symbols and terminology first actions METHANE report command safety communications triage treatment transport the system is produced on waterproof pages and includes 12 separate action cards for use by auxiliary helpers and a log for recording the facts The complete package comes in a handy sized ring binder allowing users to add their own local notes The use of colour and easily recognisable icons makes this a valuable aid even in the most difficult conditions

**Oxford Manual of Major Incident Management** Paul Hunt,Ian Greaves,2017-08-03 The Oxford Manual of Major Incident Management brings together and integrates the key facts for all those involved in major incident planning and response This will be an invaluable resource for a wide range of professionals from doctors across emergency medicine public health general practice pre hospital care and communicable disease control to nurses emergency services administrators and planners Transport industrial and natural disasters have always necessitated a coordinated interagency multi professional response and with the rising threat in terrorist incidents that need has never been greater The information base required to plan for and manage this response has now been collected together into a single user friendly volume clearly describing the hazards and their management at all stages This manual will be useful in planning for all types of major incident acting as the basis for training and as an aide memoir during an event Authoritative comprehensive and concise this quick reference guide will be of use to both established experts and to novices in the field *Major Incident Medical Management and Support* Advanced Life Support Group (ALSG),2011-11-03 Major Incident Medical Management and Support MIMMS is the coursebook for the Advanced Life Support Group s internationally taught training for health care professionals responding to major incidents The practical approach employed in MIMMS has proved an invaluable aid to both civilian and military doctors nurses and paramedics working in disaster management worldwide The third edition has been fully revised to make MIMMS appropriate for the 21st century with greater emphasis on human factors a more structured approach to medical management and new chapters on Hazardous materials Incidents involving large numbers of children Management of a major incident with multiple burn casualties Mass gatherings Natural disasters There are also revised appendices covering responsibility for the dead radio use and voice procedures and what to do beyond the immediate situation Covering all eventualities in medical management during major incidents MIMMS provides a comprehensive and practical guide for all who are involved in this aspect of emergency medicine **Major Incident Medical Management and Support** Advanced Life Support Group (ALSG),2018-10-01 The new edition of Major Incident Medical Management and Support is a vital component in the blended learning course from Advanced Life Support Group ALSG which aims to provide hospital staff at all levels with essential information on the preparation management and support elements of dealing with casualties in a major incident Split into five sections each focuses on the elements requisite in preparing for and responding to a major incident The first section discusses the epidemiology and incidences of major incidents and the structured approach to the hospital response The second section contains the preparation required in planning for major incidents

including equipment and training The third section covers the management of a major incident concentrating on the clinical nursing and management hierarchies The fourth includes the various stages of support in a major incident including declaring an incident and activating the plan the reception triage definitive care and recovery phases of an incident The final section focuses on special incidents which require additional consideration including those involving hazardous chemicals burns and children Written in collaboration with the National Emergency Planning Major Incident Medical Management and Support is an invaluable reference in the emergency department and beyond for staff needing to prepare for the rare but inevitable hospital major incidence response

**Major Incident Medical Management and Support** Advanced Life Support Group (ALSG), 2022-09-14 Major Incident Medical Management and Support The Practical Approach at the Scene 4th Edition The Major Incident Medical Management and Support MIMMS course developed by the Advanced Life Support Group ALSG is taught to healthcare professionals worldwide Integrated into both civilian and military medical practice MIMMS is the only international standard in major incident medical management focused on delivering the medical support needed to many casualties through triage treatment and transport The Fourth Edition of Major Incident Medical Management and Support The Practical Approach at the Scene is the most current coursebook for the MIMMS curriculum This new edition has been fully revised to ensure doctors nurses and paramedics are able to prepare for and implement a structured response to major incidents such as those involving hazardous materials natural disasters mass gatherings multiple burn casualties and large numbers of children The wide range of topics covered include communications personal and medical equipment command and control planning assessment and the psychological aspects of major incidents This new edition also includes Practical information and clear guidelines for medical professionals delivering care to multiple casualties at the scene both during and after an incident The organisations structures and different roles involved in the medical management of major incidents Contributions from an international team of experts in fields including emergency medicine and nursing fire and rescue services disaster preparedness and response and emergency transport Appendices covering responsibility for the dead radio use and voice procedures the media the hospital response and the steps to take beyond the immediate situation Major Incident Medical Management and Support is required reading for all those undertaking the MIMMS education programme The Advanced Life Support Group ALSG improves outcomes for people in life threatening situations anywhere along the healthcare pathway anywhere in the world ALSG is a leading medical education charity and have delivered advanced life support training to over 225 000 clinicians in 44 countries across 5 continents for over 25 years For more information on the complete range of Wiley medical student and junior doctor publishing please visit [www.wiley.com](http://www.wiley.com) For more information on the Advanced Life Support Group please visit [www.alsg.org](http://www.alsg.org) To receive automatic updates on Wiley books and journals join our email list Sign up today at [www.wiley.com](http://www.wiley.com) email This new edition is also available as an e book For more details please see [www.wiley.com](http://www.wiley.com) buy 9781119348382 [Incident Management Process](#)

Guide For Information Technology Carlo Figliomeni B.B.M.,2023-10-11 The information about the book is not available as of this time

A Practical Guide to Service Management Keith D. Sutherland, Lawrence J. "Butch" Sheets,2023-10-13 Develop and improve the service management capabilities of your organization or business with this comprehensive handbook

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- Find out how to become a respected business partner to your customers
- Recognize the role of governance, outcomes, and markets
- Grasp the concept of value capture and maintaining value over time
- Explore common processes that lay the foundation for effective service management

**Who this book is for**

This book is for anyone interested in gaining a general understanding of the value of enterprise IT service management (ESM) / ITSM, including but not limited to IT leadership, key business managers, business process analysts, business analysts, IT consultants, IT professionals, project managers, systems integrators, service desk managers, managed service providers, solution providers, and sales staff. Whether you're new to service management or have prior experience, you'll find valuable insights in this book.

Fundamentals of Paramedic Practice Sam Willis, Roger Dalrymple,2019-08-27 Driven by changes to clinical practice, new evidence-based research, and shifts in global economics and politics, the field of paramedic science is rapidly evolving. This new edition of *Fundamentals of Paramedic Practice* offers students and recently qualified practitioners an accessible and comprehensive introduction to paramedic science and pre-hospital care, providing expert and up-to-date guidance on the essential theories and real-world practice of this dynamic area.

of emergency medicine Assuming no prior knowledge of the subject this user friendly textbook provides broad and inclusive coverage of topics including professionalism law and ethics assessment skills research methods pharmacology and more Contributions from experienced paramedics and clinicians contemporary case studies full colour illustrations and powerful pedagogical tools help students gain a thorough understanding of the essential components of paramedic practice Employs a comprehensive multidisciplinary approach to the study of paramedic practice presenting theoretical and clinical topics in a straightforward and student friendly manner New chapters on toxicology medical terminology and low acuity care in paramedicine with an increased focus on mental health Includes new end of chapter learning activities and quizzes case studies and references charts and diagrams Fundamentals of Paramedic Practice A Systems Approach is an invaluable resource for undergraduate paramedic and emergency care students as well as qualified paramedics clinicians and educators seeking an authoritative reference on current practice

**The Service Desk Handbook - A guide to service desk implementation, management and support** Sanjay Nair,2020-09-15 The Service Desk Handbook A guide to service desk implementation management and support provides operational guidance for implementing managing and supporting service desks in the enterprise It will help service desk teams in adopting ITIL to accomplish their tasks while making the necessary adaptations as per their organisation s needs

*Principles and Practice of Trauma Nursing* Rose Ann O'Shea,2005-01-01 This unique authoritative book explores the spectrum of trauma care provided in the UK discussing procedures for specific trauma presentations as well as the nurse s role in providing care in the emergency setting Chapters on the relevant biosciences are included which serve as an excellent source of review or instruction for nurses of all levels In addition to the basic science dimensions of trauma nursing the book also addresses clinical psychosocial and psychological aspects of care Its structured approach to patient management presents information in an easy to follow format Research evidence is used throughout to support the text laying the foundation for expert nursing practice Multidisciplinary approach makes the book relevant to current practice Key learning points are highlighted with the text to help direct the reader s attention and encourage learning A wide range of expert contributors makes the book a credible and authoritative source Easy to understand chapters on fundamental biosciences expand readers knowledge Extensive illustrations line drawings and easy to read tables provide clear visual explanations of important material Appropriate references and recommended sources for further reading help readers develop knowledge and insight Structured textbook format facilitates learning enables information to be found quickly and makes the book more user friendly The section on pre hospital care presents a key piece of the trauma care spectrum rather than focusing solely on the nurse s role in in hospital care

**Microsoft System Center Optimizing Service Manager** Thomas Ellermann,Kathleen Wilson,Karsten Nielsen,John Clark,2013-12-15 Part of a series of specialized guides on System Center this book provides focused guidance for deploying and customizing Service Manager an integrated platform for automating and adapting an organization s IT service management best practices Led by series editor

Mitch Tulloch a team of System Center experts step you through key technical scenarios and tasks *Cyber Breach Response That Actually Works* Andrew Gorecki,2020-06-09 You will be breached the only question is whether you ll be ready A cyber breach could cost your organization millions of dollars in 2019 the average cost of a cyber breach for companies was 3.9M a figure that is increasing 20-30% annually But effective planning can lessen the impact and duration of an inevitable cyberattack *Cyber Breach Response That Actually Works* provides a business focused methodology that will allow you to address the aftermath of a cyber breach and reduce its impact to your enterprise This book goes beyond step by step instructions for technical staff focusing on big picture planning and strategy that makes the most business impact Inside you ll learn what drives cyber incident response and how to build effective incident response capabilities Expert author Andrew Gorecki delivers a vendor agnostic approach based on his experience with Fortune 500 organizations Understand the evolving threat landscape and learn how to address tactical and strategic challenges to build a comprehensive and cohesive cyber breach response program Discover how incident response fits within your overall information security program including a look at risk management Build a capable incident response team and create an actionable incident response plan to prepare for cyberattacks and minimize their impact to your organization Effectively investigate small and large scale incidents and recover faster by leveraging proven industry practices Navigate legal issues impacting incident response including laws and regulations criminal cases and civil litigation and types of evidence and their admissibility in court In addition to its valuable breadth of discussion on incident response from a business strategy perspective *Cyber Breach Response That Actually Works* offers information on key technology considerations to aid you in building an effective capability and accelerating investigations to ensure your organization can continue business operations during significant cyber events

*Handbook of Research on Individualism and Identity in the Globalized Digital Age* Topor, F. Sigmund,2016-08-15 Globalization has shifted perspectives on individualism and identity as cultural exchange occurs more rapidly in an age of heightened connectivity As technology connects those around the world it too helps to provoke a shift in the autonomy of individuals The *Handbook of Research on Individualism and Identity in the Globalized Digital Age* is an essential resource for researchers professionals and graduate level students This book explores and explains how globalization has impacted humans with specific emphasis on education and human development This research based publication presents critical perspectives on universal changes that are occurring due to globalization

*The Final FFICM Structured Oral Examination Study Guide* Eryl Davies,2022-12-30 This book is the definitive guide to the Final Fellowship of the Faculty of Intensive Care Medicine FFICM Structured Oral Examination With a broad coverage of the clinical curriculum it equips candidates to tackle this challenging examination Each chapter contains sample questions with concise answers focusing on key concepts to facilitate deeper understanding The content is organised by subject enabling more structured revision in an easy to use format This text provides references to guidance that will remain relevant in the ever changing



landscape of intensive care medicine Not only is this book an essential resource for studying intensivists but it also forms a useful reference for any professional encountering the world of critical care in their practice

**ITIL Intermediate Certification Companion Study Guide** Helen Morris,Liz Gallacher,2017-08-04 The expert led full coverage supporting guide for all four ITIL exams ITIL Intermediate Certification Companion Study Guide is your ultimate support system for the Intermediate ITIL Service Capability exams Written by Service Management and ITIL framework experts this book gives you everything you need to pass including full coverage of all objectives for all four exams Clear concise explanations walk you through the process areas concepts and terms you need to know and real life examples show you how they are applied by professionals in the field every day Although this guide is designed for exam preparation it doesn t stop there you also get expert insight on major topics in the field The discussion includes operational support and analysis planning protection and optimization release control and validation and service offerings and agreements that you ll need to know for the job ITIL is the most widely adopted IT Service Management qualification in the world providing a practical no nonsense framework for identifying planning delivering and supporting IT services to businesses This book is your ideal companion for exam preparation with comprehensive coverage and detailed information Learn service strategy principles organization and implementation Master the central technologies used in IT Service Management Be aware of inherent challenges risks and critical success factors Internalize the material covered on all four ITIL exams The ITIL qualification is recognized around the globe and is seen as the de facto certification for those seeking IT Service Management positions Passing these exams requires thorough preparation and rigorous self study but the reward is a qualification that can follow you anywhere

**ITIL Intermediate Certification Companion Study Guide for the ITIL Service Capability Exams** leads you from Foundation to Master giving you everything you need for exam success

**ISO/IEC 20000 - An Introduction** Jan van Bon,2008-03-03 Note This book is available in several languages Dutch Chinese Brazilian Portuguese English German French Spanish CONTAINS THE TEXT FOR THE FULL ISO IEC STANDARD This groundbreaking new title looks at the ISO IEC 20000 Standard the scope and the its basis on the concept of a quality management system By explain the basic processes and functions within IT Service Management it describes for the reader some of the common concepts and definitions that are understood across the globe It builds on this by describing the basic building blocks of the standard that can be applied to ANY service management framework whether it is ITIL or any other ISO IEC 20000 An Introduction describes Service Management standards that must be attained for corporate accreditation

*Medical Response to Major Incidents and Disasters* Sten Lennquist,2012-01-03 This book written by members of the core faculty responsible for European courses on Medical Response to Major Incidents MRMI is a practical guide for all medical staff on how to respond to a wide range of disaster scenarios The entire spectrum of knowledge is covered from command and coordination through to the management of individual casualties Central importance is attached to the key component of decision making by explaining what needs to

be done for patients in particular situations and the required order and timing of treatment measures Simplified methods receive due attention as it is often necessary for medical staff to administer primary treatment outside of their own specialty This book will prove an invaluable aid to all who may be involved in the response to major accidents and disasters including medical and nursing students ambulance crew and military personnel as well as medical specialists

**IT SERVICE MANAGEMENT** KELKAR, S. A.,2011-11-26 Today besides focusing on technology and internal organization of the company it has become important for IT service providers to focus on their service quality and relationship with customers This book has been designed to equip them with the knowledge skills and attitudes to deliver quality services and maintain strong business relations with their customers Presented in concise form the book not only discusses the essentials of theory and best practices followed in the industry but also emphasizes the service improvement process The book is aimed at students of Computer Science and Engineering Information Technology MCA M Sc IT and MBA Besides it is equally useful for IT professionals and Trainers

*Mastering Emergency Medicine* Chetan Trivedy,Matthew Hall,Andrew Parfitt,2009-11-27 Mastering Emergency Medicine is a concise revision focused textbook that covers everything that candidates need to know in order to pass the College of Emergency Medicine s CEM membership examination MCEM to enter training and to the pass fellowship examination FCEM to complete the Certificate of Specialist Training With over 100 OSCE scenarios designed to stimulate everyday emergency department clinical encounters Mastering Emergency Medicine covers all the key areas of the CEM syllabus including clinical examinations and practical skills communication skills teaching and management This book takes a practical approach to the subject core facts are presented and common scenarios are explored using an OSCE style as used in the Part C MCEM and the FCEM examinations which makes it an invaluable blueprint for management of cases Closely linked to the current CEM syllabus each chapter comprises three parts Core topics that supplement revision for Part A and B Clinical scenarios including data and relevant practical skills that can be used to prepare for Parts B and C Mock Scoring Scenarios that give specific guidance on how to perform in OSCEs Mastering Emergency Medicine is a highly detailed revision guide for the OSCE examinations and an essential study guide for all those who are preparing for the MCEM or FCEM examinations It will also be useful to those who are wishing to pursue a career in Acute Medicine

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