**INCIDENT MANAGEMENT WORKSPACE**

­­­ **SA: Discover and Establish Priority**

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| **Q1****LISTEN** | **WHAT IS THE ISSUE? WHAT’S NOT WORKING?**Get the major concern exactly as stated by the information source. |  |
| **Q2****CLARIFY** | **WHAT EXACTLY DO YOU MEAN BY…. [Q1]?** **WHAT DO WE SEE OR MEASURE THAT TELLS US THAT A DEVIATION EXISTS?****WHAT ELSE CAN YOU TELL ME SO THAT I FULLY UNDERSTAND THE ISSUE?**Clarify [Q1] by listening and recording. Avoid interrupting.Are there other issues occurring? If so, what’s the most important now? Label with \*. |  |
| **Q3****OBJECT** | **WHICH SPECIFIC OBJECT/SERVICE/THING IS EXPERIENCING THE SYMPTOM?** Be specific. Which system, app, process, component, function, method, or part of a process is not working? What hardware, model, firmware, configuration?  |  |
| **Q4****GOOD SHOULD** | **WHAT IS THE NORMAL BEHAVIOR OF [Q3]?**Clarify the should. What benchmarks exist? What is the normal state like? “None”, or we don’t have a benchmark, is a valid answer. |  |
| **Q5****DEVIATION** | **WHAT IS THE CURRENT BEHAVIOR OF [Q3]?**Be specific. What exactly is happening? What do you see? How do you know this is a departure from the expected performance?Is it statistically significant and/or different from [Q4]?  |  |
| **PROBLEM STATEMENT** | **Problem Statement = [Q3 + Q5]** |  |

 **SA: Communicate Priority**

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| **WHAT IS THE PAIN FELT? # OF USERS IMPACTED? SERVICES AFFECTED?**Record current impact to this moment in time. What evidence does the information source have to back up their claims? | **WHAT IS THE EXPECTED OR ANTICIPATED IMPACT FROM NOW INTO THE FUTURE?**How is this issue expected to grow based on knowledge and experience? Will the seriousness change? Get worse? Disappear? | **WHEN WILL THE IMPACT CHANGE?** Date/Time format only. When will we breach SLA to the client? When is the future impact expected to occur? Do not use ASAP. |
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 **SA: Manage Active Workstreams**

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| **Action Item**Verb-Noun Format | **Owner** Support Team, Name | **Expected Start** (ET) | **Actual Start** (ET) | **Expected Finish** (ET) | **Actual Finish** (ET) |
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| **WHAT IS** Facts regarding specifically what is observed | **WHAT IS NOT** Factually could be, but IS NOT being observed  | **Distinctions**What is different, odd, special, unique, or peculiar about the IS compared to the IS NOT?Record new data that is factual to the 'IS' ONLY.  | **Changes**What changed in, on, or around each the distinction? What else?  | **Time**When did the change occur? |
| What Specific Object?  | Reasonably Could Be, But Is Not?   |    |   |   |
| What Specific Deviation?  | Reasonably Could Be, But Is Not?   |   |   |   |

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| **WHERE IS** Facts regarding specifically what is observed | **WHERE IS NOT** Factually could be, but IS NOT being observed | **Distinctions**What is different, odd, special, unique, or peculiar about the IS compared to the IS NOT?Record new data that is factual to the 'IS' ONLY. | **Changes**What changed in, on, or around each the distinction? What else? | **Time**When did the change occur? |
| Where Geographically?   |  |   |   |   |
| Where On Object?  |  |   |   |   |

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| **WHEN IS** Facts regarding specifically what is observed | **WHEN IS NOT** Factually could be, but IS NOT being observed | **Distinctions**What is different, odd, special, unique, or peculiar about the IS compared to the IS NOT?Record new data that is factual to the 'IS' ONLY.  | **Changes**What changed in, on, or around each the distinction? What else? | **Time**When did the change occur? |
| When First?  |  |   |   |   |
| When Since? / What Pattern?  |  |   |   |   |
| When In The Lifecycle / UsageBefore…? During…? After…?   |    |   |   |   |

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| **EXTENT IS** Facts regarding specifically what is observed | **TREND** | **EXTENT IS NOT** Factually could be, but IS NOT being observed |
| How Many? | To Do IncreasingTo Do DecreasingTo Do Stable |  |
| What Size?   | To Do IncreasingTo Do DecreasingTo Do Stable |    |
| How Many Instances Per Object?  | To Do IncreasingTo Do DecreasingTo Do Stable |    |