**INCIDENT MANAGEMENT WORKSPACE**

­­­Situation Appraisal **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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Situation Appraisal **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 / Usage  Before…? 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 Increasing  To Do Decreasing  To Do Stable |  |
| What Size? | To Do Increasing  To Do Decreasing  To Do Stable |  |
| How Many Instances Per Object? | To Do Increasing  To Do Decreasing  To Do Stable |  |