



Introduction to ING's Major Incident Management



Index or Agenda

ING's Major Incident Management

1. What is it?
2. When to invoke?
3. What's the goal?
4. How does it work?
5. What are the added values?
6. Who plays a role (and what are their responsibilities?)
7. Way of Working
8. Process flow
9. Core Team
10. Major Incident solved, then: Postmortem!
11. Contact

What is Major Incident Management?



The goal of Major Incident Management is:

- to mitigate major impact as soon as possible,
- ensure resolving,
- perform postmortem,
- define and assign actionable items and
- to keep all stakeholders aligned from start to finish.



Major Incident Management (IT)



When



Reputational
damage



Customer
impact



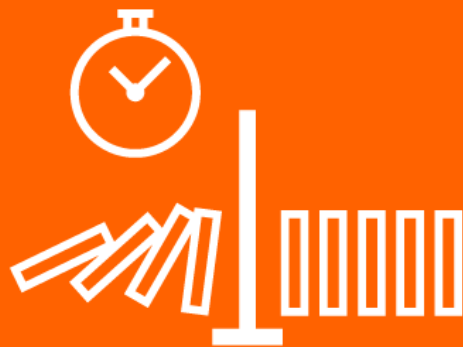
Financial
damage



Major Incident Management (IT)



What



Mitigate
impact



Communicate



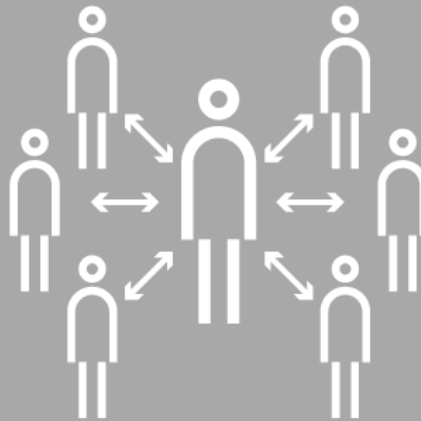
Solve &
Prevent



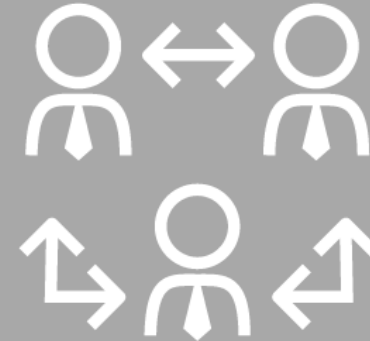
Major Incident Management (IT)



How



Coordinate
teams



Collaboration



Facilitate/
War rooms

What are the added values?



The added values of Major Incident Management are:

- Ensure coordination (x-domain)
- Ensure collaboration
- Ensure communication to all stakeholders
- Facilitate in war rooms & communication tools
- Clear roles and responsibilities
- Focus!



do your thing

Key players in a major incident



Major Incident Management (IT)



Who



Global/Local/
Domain MIM



Engineers



Manager
on duty

Engineer



Provides the expertise with regard to the application he/she manages



Proves that a major incident is caused by his/her application/service



Takes care of asap mitigation of the service impact



Solves the major incident



Maintains run books and chain diagrams in cooperation with OPS colleagues



Performs root cause analysis



Determines service impact together with LMIM colleagues



Provides monitoring/dashboard information

Domain major incident manager (optional)



Responsible for declaring priority 1 incidents to major



Gives insight in the impact based on the chain knowledge



Within own domain directs on solving the incident, solving process and collaboration



Sends emails and SMS messages within own domain and stakeholders



Is the linking pin between core teams and the business organization



specific instruments

Applicable for countries with a large-scale IT organization

Local Major Incident Manager (1/2)



Overall lead in solving local major incidents (supported by Manager on Duty).



Responsible for a clear description of major impact.



Provides the impact of the major incident on the customer services (service impact) based on his chain knowledge.



Collects the impact of the major incident on their chain(s) from the business and provides it for communication.



Participates in solving the major incident together with solution teams.

Local Major Incident Manager (2/2)



Replies Impact Assessment Requests and checks MIM mail communication.



Manages and monitors the local solving process to make sure that service impact is mitigated or solved



Within own country/domain: directing on solving the major incident.



Communication within the country/domain and the stakeholder(s).



After the major incident: perform Postmortem together with solution team members (in order to prevent service impact from happening again) and helps to define action items.

Global Major Incident Manager



Overall lead in solving global major incidents with cross border impact or incident with cross border (core) teams



Manages the LMIMs and aligned engineers



Manages and monitors the incident solving process



Communicates to LMIMs and senior management

Manager on Duty



Supports the GMIM in the overall solving of the major incident



Liaison to higher level management



Liaison to crisis management

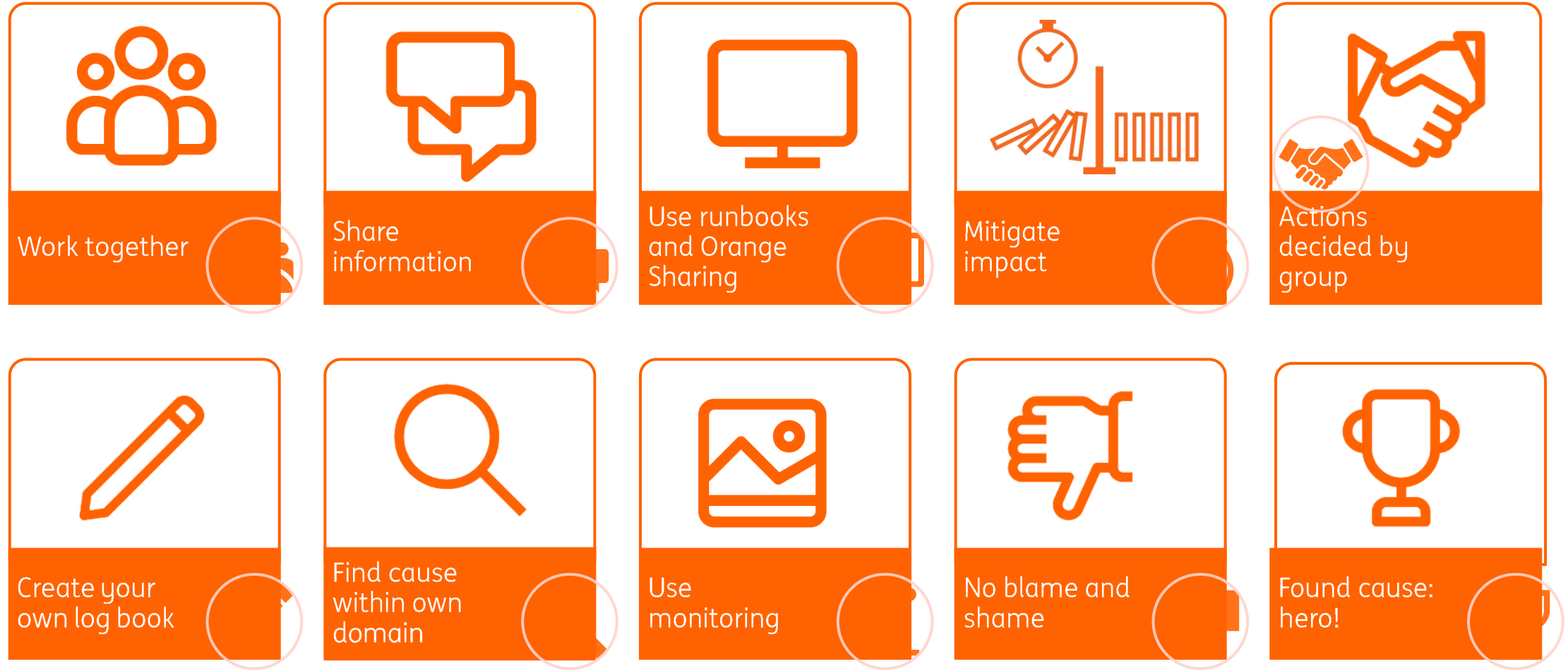


Liaison to business partners



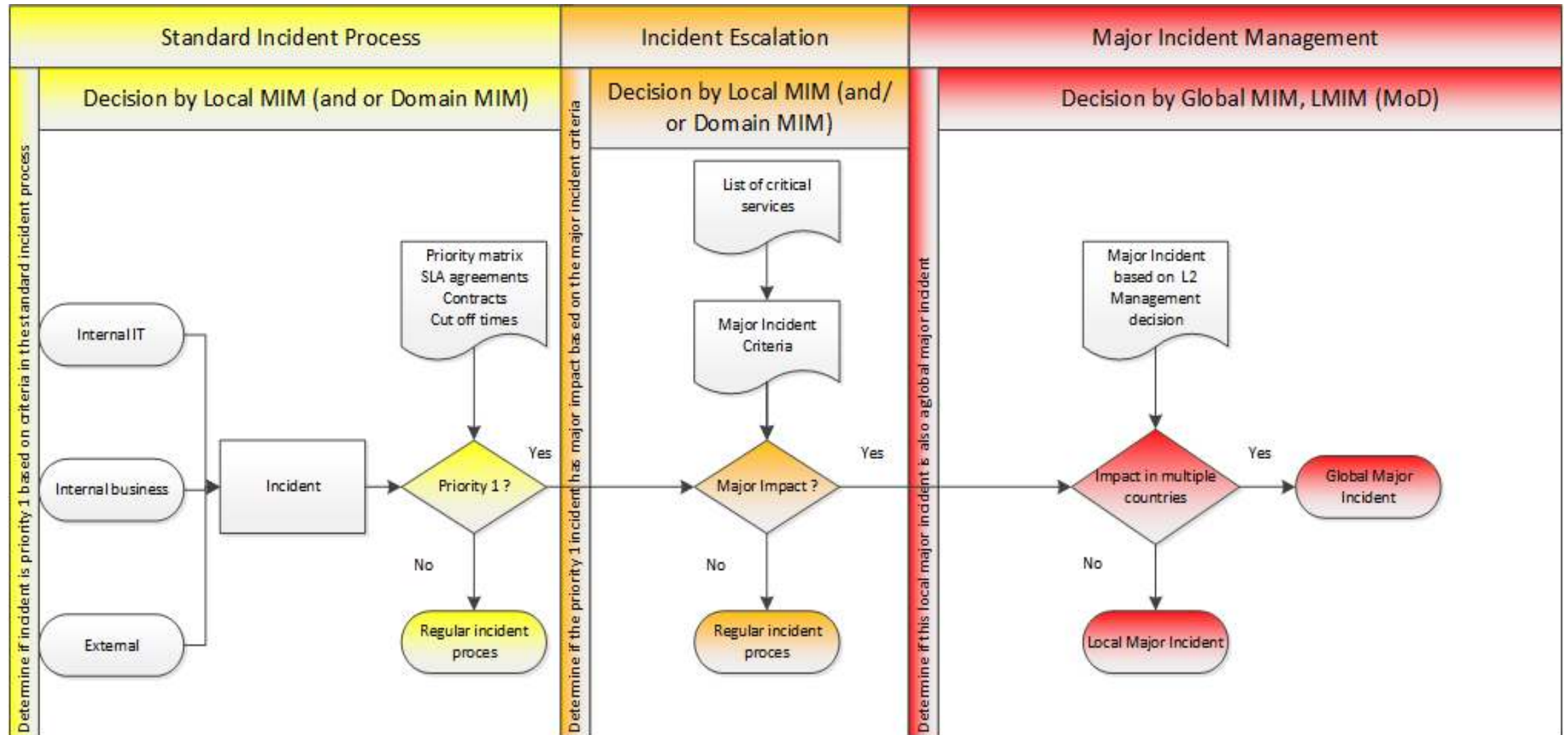
Approves decisions where management mandate is required

Major Incident phase – Way of Working

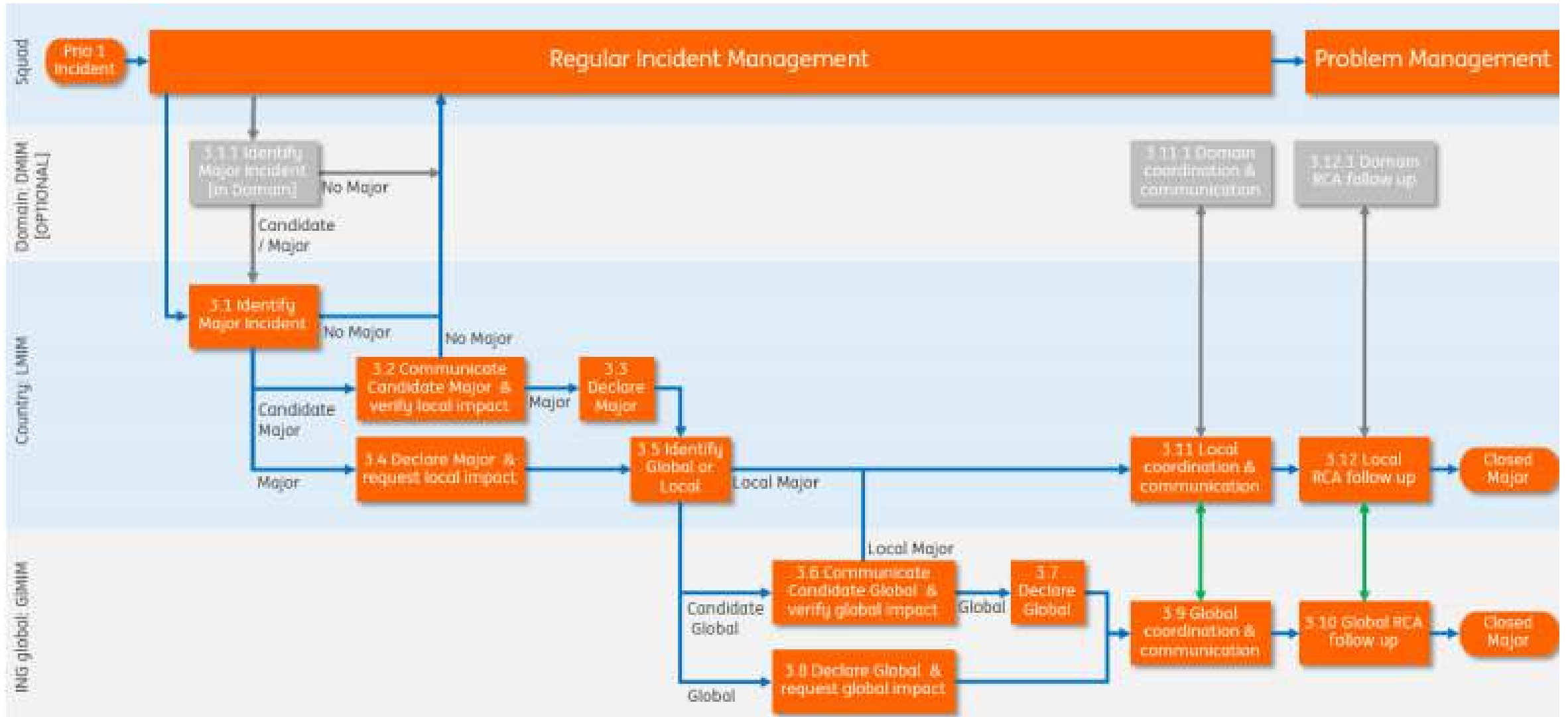


Process flow of a major incident

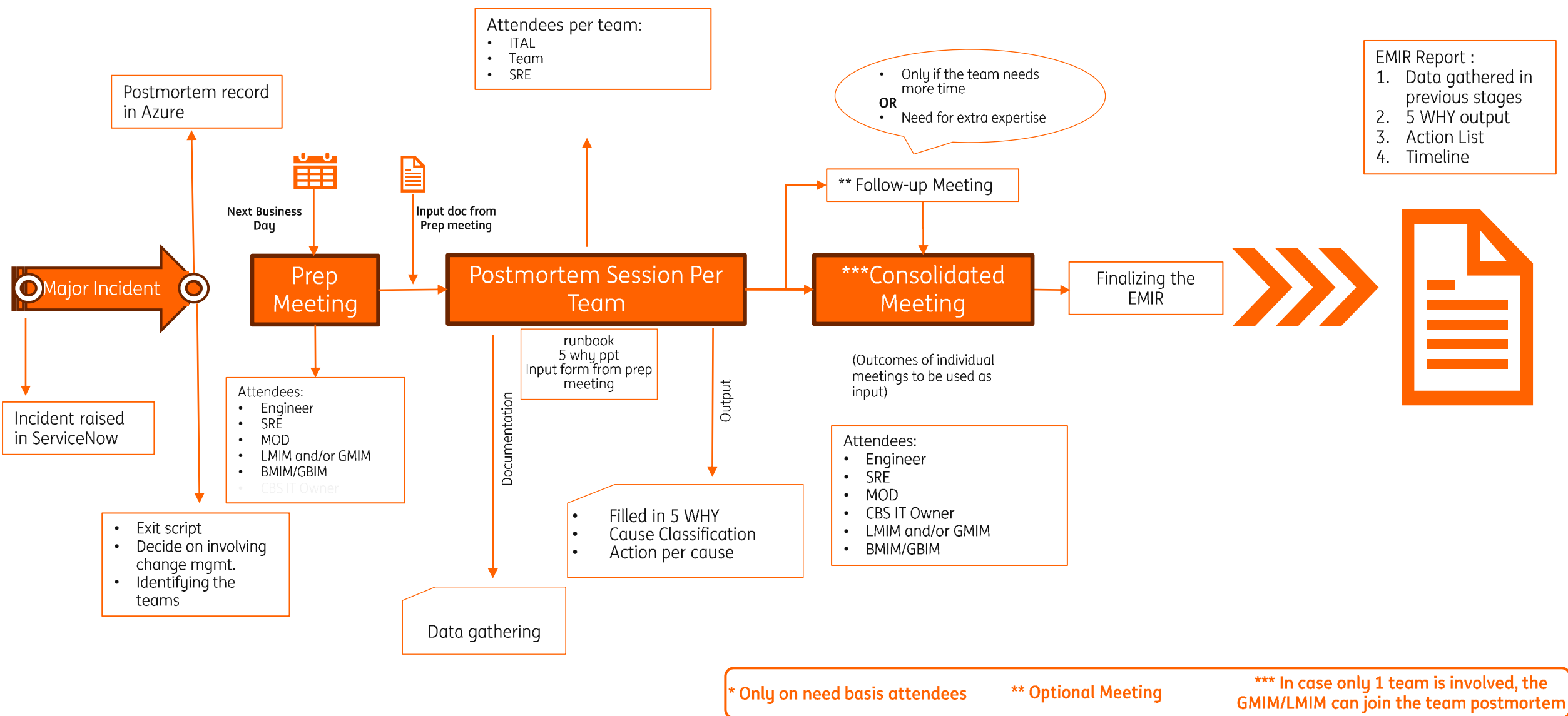
Escalation flow from a regular incident to a Major incident



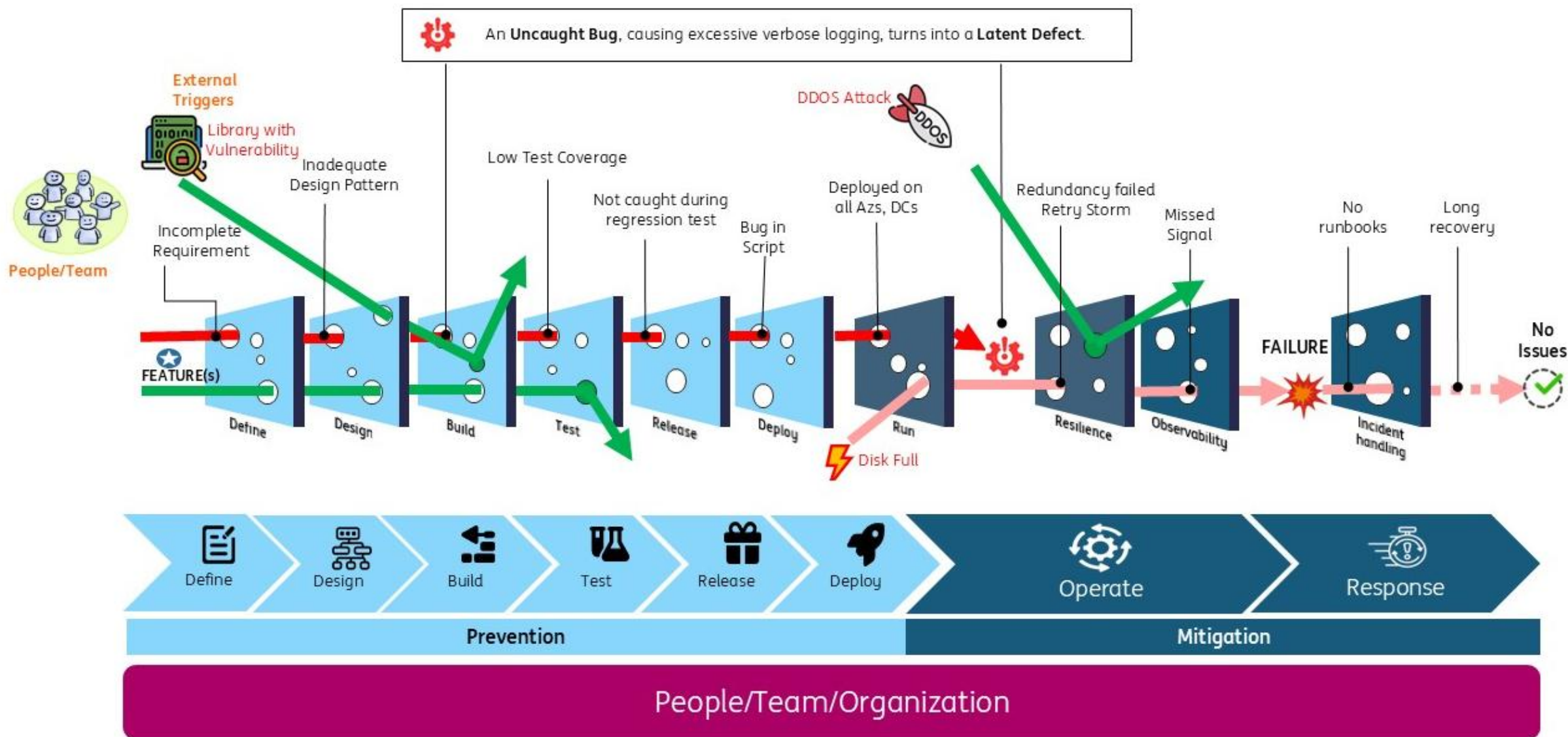
Detailed process flow of a Major incident



Postmortem Process for Major Incidents



Methodology 'Swiss Cheese Model'





do your thing

Thank you!

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