

# We'll also walk through a few **scenarios** that are:

practical



IT Support

easy-to-understand



A Training Event

fun!



Zombie Apocalypse!

# Example **Service Incidents**

If your service is “**IT support,**” these are example service incidents:

Your computer networking expert calls in sick

A virus has impacted the software you use to log service requests

➔ Your call center is being overwhelmed with calls because of problems with a new software application



**Maturity Level:** 3

**Category:** Project and Work Management



# Service Continuity



# Example Elements of the Service System



# Example: Malfunctioning Laptop [2]



A customer support rep takes down my contact and warranty information



He documents the incident as we speak



He determines a course of action, assisted by a database

SP 2.1  
Identify and Record Incidents

in scope?

SP 2.2  
Analyze Individual Incident Data

what to do?

# SCON In-a-Nutshell

## SG 1 Identify Essential Service Dependencies

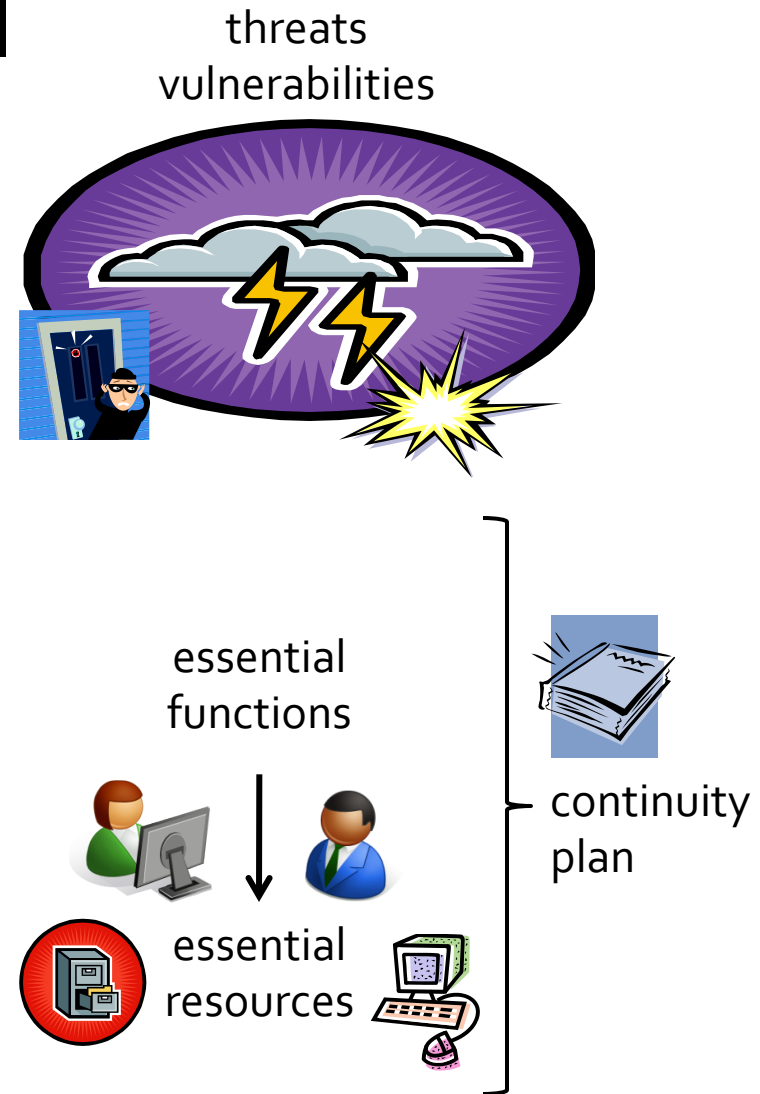
- SP 1.1 Identify and Prioritize Essential Functions
- SP 1.2 Identify and Prioritize Essential Resources

## SG 2 Prepare for Service Continuity

- SP 2.1 Establish Service Continuity Plans
- SP 2.2 Establish Service Continuity Training
- SP 2.3 Provide and Evaluate Service Continuity Training

## SG 3 Verify and Validate the Service Continuity Plan

- SP 3.1 Prepare for the Verification and Validation of the Service Continuity Plan
- SP 3.2 Verify and Validate the Service Continuity Plan
- SP 3.3 Analyze Results of Verification and Validation of the Service Continuity Plan



# Example Industries and Applications



health care



network support



consulting



training



defense



staff augmentation



transportation



call centers



finance

Services reported by early users:

- auditing
- book shelving
- consulting
- health care
- human resources
- IT services
- IV&V
- lawn care
- logistics
- maintenance
- marketing
- refugee services
- research
- training