

LogicMonitor Value Realization Services Advanced Incident Management Workshop	
Objective	During this 2-day workshop participants will learn how to detect, investigate, prioritize and escalate incidents following the ITIL Incident Management methodology. This workshop will include both real-world examples and makes use of in-situ incidents from the client's portal. No previous knowledge or adoption of ITIL is required for this course; the process and skills taught are completely stand-alone. There will be specific exercises and discussion points included in each topic throughout the course of the workshop
Agenda Topics (Day 1)	
LogicMonitor Workshop Orientation	Duration
Team Introductions & Roles What you will learn in this workshop	9:00 – 9:30 am
Overview of Incident Management	Duration
Learn the difference between incidents and problems as well as incident management's role in maintaining business operations and ensuring an effective IT service delivery. Participants will be introduced to the Incident Lifecycle within LM Envision	9:30 – 10:30 am
Incident Detection	Duration
Introduction to the fundamental concepts of detecting incidents and how these apply to features within LM Envision. Participants will explore more complex incident detection scenarios and discover methods for detecting incidents in the absence of key information within LM Envision	10:30 am – 12:00 pm
Lunch	12:00 – 1:00 pm
Incident Categorization	Duration
Learn the importance of categorizing incidents by Severity or Management Team. Participants will discover the importance of Resource Properties and Groups in the categorization process	1:00 – 2:15 pm
Incident Prioritization	Duration
Investigate the importance of incident prioritization and explore several best practice approaches to this part of the process. Participants will be introduced to features within LM Envision platform designed to automate the prioritization process	2:15 – 3:30 pm
Day 1 Review	Duration
Review the day's lessons learned, identify any skill or learning gaps, and address questions and concerns. This time can also be used for Q&A or discussion of use cases within the participant's LM Envision environment.	3:30 – 4:00 pm

Agenda Topics (Day 2)	
Day 1 Recap & Day 2 Overview	Duration
Recap of the topics covered in Day 1 and an overview of what is upcoming for Day 2.	9:00 – 9:30 am
Introduction to Incident Investigation and Response	
Review the fundamental components of the Incident Investigation process including discussions around Methodology, Team, Troubleshooting and Remediation in addition to exploring the use cases for Workflow Integration Tools.	9:30 – 11:00 am
Incident Investigation Tools	Duration
Introduction to core features/ tools within the LM Envision platform designed to assist with Incident Investigation including Dashboards, Topology Maps and LM Logs.	11:00 – 12:30 am
Lunch Break	12:30 am – 1:30 pm
Incident Closure	Duration
Discuss the key features and benefits of an effective Closure process in the overall Incident Management workflow.	1:30 – 2:00 pm
Dealing With Stress & Burnout in Incident Management	Duration
Explore the impact of incident management on IT teams and the importance of addressing stress in addition to methods for leveraging LM Envision's automation capabilities to reduce manual workload and minimize stress.	2:00 – 2:30 pm
Q&A and Hands-On Exercises	Duration
Ask questions on the core material of the class in the context of real world scenarios from their live LM Environment environment or Sandbox. Note: The Instructor can provide guidance around best practices although any changes suggested during this session will be at the full discretion of the portal administrator.	2:30 – 5:00 pm
Prerequisites	
Notes: Please take a moment to review the complementary pre-reading available in LM Academy. Completing this course material will assist you in better understanding of the Incident Management Workshop. • LMCA or LMCP Certification (Completion of course material is sufficient) • "Getting Started with Alerts" • "Best Practices for Alert Tuning" • "Configuring Alert Rules"	