

MAJOR INCIDENT MANAGEMENT

When Every Second Matters

When every second counts, major incidents demand precision, speed, and clear communication — far beyond what standard ITSM tools can deliver. Halo MIM is a purpose-built, enterprise-class solution designed by experts in major incident response to bring structure and clarity when it matters most. Seamlessly integrated with HaloITSM, it accelerates recovery through advanced orchestration, automation, and communication features that instantly mobilise teams and stakeholders. The result: faster resolution, reduced risk, and protection of revenue, reputation, and client trust.

Features

Command and Control Interface:

Enjoy a clean, intuitive workspace that consolidates all information, activity, and communications in one secure location so the focus remains on the major incident with minimal distractions.

Communicate Impact with Clarity:

Instantly capture and present both the business and technical impact of every major incident, ensuring all stakeholders understand the scale and urgency.

Live Service Health Visibility:

Update and display service and application health in real time, automatically flagging degradations or outages to trigger records and inform key audiences.

Know Who's Involved and Why:

View all participants and their roles across technical and business teams; tag key contributors for easy re-engagement in future incidents.

Targeted Communications:

Send opening, update, and closure messages directly from the command and control interface, keeping stakeholders informed at every stage.

One Click Mobilisation:

Identify, engage, and mobilise SME support teams automatically into a dedicated Microsoft Teams® chat and collaboration channel.

Track Every Stage of the Lifecycle:

Dynamic milestone states provide full visibility from started, escalated, diagnosed, mitigated, resolved and and closed.

Seamless Collaboration:

Enable IT and business team collaboration through embedded chat with native integration to Microsoft Teams®.

Automation that Accelerates Recovery:

Integrate to 3rd party tools to run proactive health checks and auto-mobilise technical response teams to dramatically reduce Mean Time to Recovery (MTTR).

Enterprise-Wide Visibility:

A real-time major incident dashboard gives a unified view of all active incidents across the organisation, from one central command centre.

The Benefits

- Recover faster with automation that mobilises teams instantly
- Allow everyone within your organisation to see the health of the environment in real time
- Targeted communications to keep stakeholders informed
- Reduce risk by safeguarding revenue, reputation, and compliance
- Simplify operations with one unified platform – no extra tools or integrations

The screenshot displays the 'Major Incident Console' for an incident titled 'Salaries not processed'. The interface includes a top navigation bar with tabs for Communications, Contributors, Bridges, Raise Problem, Scratch Pad, and Cancel Major Incid... Below the title, a progress bar shows the incident stages: Started, Escalated, Diagnosed (current), Mitigated, Resolved, and Closed. Key metrics include Incident age (16h 34m), Next comm (17h 14m), and Resolve by (9h 34m). A table on the right shows time zones: CST (00:34), EST (01:34), LDN (06:34), UAE (09:34), HK (13:34), and SYD (16:34). The console is divided into several sections: Major Incident Console (with tabs for Impact & Urgency, CI Related Tickets, Details, AI Insights, Attachments, Contributors, Dependencies, and View Log), Impact Statement (stating payroll delay affects all employees), Latest Update (confirming successful processing), Impacted CIs (listing Business App as Degraded), Work Activity (showing technical and business tasks), and Latest Activity (internal and external notes). A chat window on the right shows a message about the incident.

The screenshot displays the 'Major Incident Board' view, showing a list of three major incidents. Each incident card includes the incident ID, priority, status, and a progress bar. The incidents are: #0002673 (Critical, Storage, New, System Login Failure, Jason Lam), #0002672 (Critical, MyFinance PROD, New, Financial Data Corruption, Unassigned), and #0002671 (High, Workday, New, Salaries not processed, Unassigned). The interface includes a search bar, a list of views (Major Incident Dashboard, Major Incident Board, Major Incident Calendar), and a sidebar with navigation options like My Work, Incidents, Problems, Requests, Change Requests, Projects, Calendar, Organisations, Distribution Lists, CMDB, Contracts, My Approvals, and Knowledge Base.