

Rego's ServiceNow Incident and Problem Management

Drive Incident Reduction in IT Service Management

Does your organization spend too much time resolving the same incidents? Do you struggle with knowing when to open a problem or how to identify root causes? Repeat incidents cause frustration for users, increase IT operating expenses, and waste valuable resources.

Rego's Incident and Problem Management Assessment Offering for ServiceNow is designed to accelerate your incident and problem response.

The Process



Value to You

- Faster incident resolution
- Reduce number of incidents and work disruptions by identifying and resolving root causes.
- Roadmap provides plan for long-term improvements and continued maturation
- Reduce labor of service desk and support personnel by coordinating the root cause investigation of single problems instead of numerous individual incidents
- Ensure SLAs and Mean Time to Repair (MTTR) metrics are accurate by separating problem and incident processes

Contact your Rego Account Manager today.