

# Incident and Problem Management

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From Reactive Recovery to Proactive Resilience

## 1. Executive Summary

In today's threat landscape, speed and clarity are critical when responding to technology disruptions, cyber incidents, or recurring system failures. Data Center Assistance Group, LLC (DCAG) provides comprehensive Incident and Problem Management services designed to minimize downtime, improve root cause visibility, and streamline response and resolution processes. Our approach combines best practices from ITIL, DevSecOps, and Continuous Threat Exposure Management (CTEM) with automation, playbooks, and executive-level visibility—delivering faster recovery and greater operational assurance.

## 2. Business Challenge

Organizations struggle with:

- Delayed or inconsistent incident response and root cause resolution
- Inadequate incident logging, escalation, and prioritization processes
- Gaps in post-incident reviews and remediation tracking
- Lack of integration between monitoring, alerting, and resolution workflows
- Disconnected communication across Dev, Sec, Ops, and Recovery teams




## 3. Our Solution






DCAG offers Incident and Problem Management solutions tailored to the organizational environment and maturity. We align our services with ITIL, ISO, NIST, and CTEM practices—bringing structure, automation, and accountability to every phase of incident and problem response.

Services include:

- Incident lifecycle process definition, triage model development, and war room playbooks
- Automation of incident alerts and escalations tied to monitoring thresholds
- Root cause analysis, ticket linking, and resolution pathways
- Problem analysis aligned with recovery, change, and vulnerability management
- Post-incident reviews with mitigation tracking and executive summaries

## 4. Key Service Components

-  ITIL-aligned Incident and Problem Management Frameworks
-  Custom Incident Classification and Prioritization Models
-  Root Cause Analysis Templates and Response Tracking

-  Integration with Monitoring and SIEM Platforms (e.g., CloudWatch, XDR)
-  Problem Management tied to Risk and Vulnerability Systems
-  War Room and Recovery Playbooks for Major Incidents
-  Post-Incident Reviews and Executive Reporting Dashboards
-  Training and Simulation Workshops for Key Stakeholders

## 5. Outcomes & Business Value

Our Incident and Problem Management services deliver:

- Faster Incident Response Times
- Improved Root Cause Clarity
- Integrated Recovery and Remediation
- Operational Maturity
- Better Communication

## 6. Engagement Approach

Our offerings support tactical implementations and enterprise-wide maturity models:

Engagement Model	Description	Ideal For
<b>Incident Readiness Assessment</b>	Evaluate current practices and gaps across response lifecycle	New ITSM/IRM adopters or growing orgs
<b>Response Playbook Development</b>	Create documented SOPs, escalation maps, and resolution workflows	Teams with unclear or inconsistent handling
<b>Full Lifecycle Implementation</b>	Design and deploy integrated incident/problem programs	Large enterprises and regulated industries
<b>Simulations and Reviews</b>	Conduct drills, workshops, and postmortems to improve readiness	Cross-functional teams and stakeholders

## 7. Turn Incidents Into Insights

DCAG transforms reactive chaos into strategic control. Let us help you reduce time-to-resolve, prevent repeat incidents, and restore confidence across your enterprise.

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