



MIM

Major Incident Management



PAY AFTER PLACEMENT

 www.arboracademy.in

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What is Arbor



Arbor Academy is an online IT course provider based in Pune, offering a wide range of courses designed to equip individuals with the skills needed to thrive in today's technology-driven world. We begin by assessing your background, skills, and career aspirations in the IT field. Based on this assessment, we create a personalized action plan to help you achieve your goals and prepare for the job market.

Our academy also provides excellent placement opportunities, boasting a high placement rate compared to other IT training institutes. The best part is that we pay you upon course completion, allowing you to fully focus on your studies and career preparation during your time at Arbor Academy.

Our Mission

At Arbor Academy, our mission is to empower individuals with the essential IT skills and knowledge required to excel in the technology-driven world. We are dedicated to providing personalized education, hands-on experience, and exceptional placement opportunities to ensure our students achieve their career aspirations and contribute meaningfully to the tech industry.

Our Vision

Our vision is to be a leading online IT education provider recognized for our commitment to quality, innovation, and student success. We strive to create a dynamic learning environment that fosters growth, encourages continuous learning, and bridges the gap between education and employment in the ever-evolving field of technology.

Key Features

- **Flexible Learning**
Learn Anytime, Anywhere, and on Any Device.
- **Real-World Experience**
Work on Live Projects.
- **Guided Education**
Mock Interviews and Training.
QA Discussion Forums.
Bi-weekly Mock Interviews.
- **Unmatched Opportunities**
Unlimited Placement Drives.
Soft Skills Sessions: Mastering HR Rounds.
- **Comprehensive Resources**
Unlimited Video Access with Source Code
& Assignments.
- **Recorded Sessions**
Provide flexibility and Accessibility to learner.
- **Personalized Attention**
Small Training Batches.
- **Ongoing Support**
Job Support Assistance.

Placement Companies



Designations

- Service Desk Analyst (Tier 1)
- Incident Analyst (Tier 2) Incident
- Analyst OR Vendor (Tier 3)
- Incident Manager Incident
- Assignment Group Manager
- Incident Process Owner

What Is MIM



An Incident Manager is a critical role in any organization that deals with IT infrastructure, software applications, or hardware systems. The role of an Incident Manager is to ensure that any disruptions or incidents are resolved quickly and efficiently to minimize the impact on the organization's operations and customers. Due to the critical nature of this role, organizations are willing to pay top dollar to experienced and skilled Incident Managers.

Pursuing a one-month course in Incident Management can be a great way to gain the necessary skills and knowledge to enter this high-paying career field. However, to earn a salary package of more than 10 LPA, you will need to supplement your training with practical experience and relevant certifications. With dedication and hard work, you can build a successful career as an Incident Manager and earn a lucrative salary package. For many IT professionals recently entering the industry or graduating from college, incident manager positions are an ideal start to their technical career.

Major Incident Responsibilities

Record and classify received Incidents and undertake an immediate effort in order to restore a failed IT Service as quickly as possible Log all Incident/Service Request details, allocating categorization and prioritization codes Keep users informed about their Incidents' status at agreed intervals Investigate and diagnose Incidents to restore a failed IT Service as quickly as possible Resolve Incidents within the specified Service Level Agreements/Operational Level Agreements Verify resolution with end-users and resolve assigned Incidents Ensure that Incidents assigned to their Support Groups are resolved and that service is restored Monitor the Incidents and manage workload in their respective queues to ensure that Service Level Agreement and Operational Level Agreement are respected Identify, initiate, schedule and conduct incident reviews Ensure the closure of all resolved and end-user confirmed Incident records Promote and reinforce adherence to the process and policies associated with Incident Management Ensure the design of the Incident process aligns with the business and industry best practices Works in conjunction with Continual Service Improvement (CSI)

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Thank You