

## Sr. Spec. DDIT IES ISM Incident Mgmt

Job ID  
REQ-10049805

4月 23, 2025

India

### 摘要

- Drive holistic IT incident Management using ITIL framework.
- Governs and oversees the incident management operations across DDIT and ensure agreed customer and internal service levels are met
  - Govern the day to day incident management service operations and be responsible for :-
    - o Incident management across DDIT
    - o Focus to reduce unplanned down time of the systems and applications scope.
    - o Manage the service operations with standardized services, processes and tools to provide efficient, high quality services
    - o Provide highest business value through effective management of IT resources (people, financial resources, and services) related to the function
    - o Meet customer and internal IT service levels and proactively drive continuous service improvement in collaboration with the Service excellence team of the Function
    - o This role collaborates with the rest of DDIT to ensure the seamless delivery of quality services to the business stakeholders

## About the Role

### MAJOR ACCOUNTABILITIES

- Govern day-to-day operations of incident Management services to ensure stability, integrity and business continuity
- Ensure all services and accountabilities of incident management operations are delivered to the agreed SLAs
- Monitor, measure, report and review performance of services in close collaboration with Service Performance Managers
- Manage the lifecycle of incidents and minimize their adverse impact on business operations
- Ensure that incidents are followed up and resolved appropriately
- Identify, initiate, schedule and conduct incident reviews
- Ensure the closure of all resolved and end-user confirmed Incident records
- Provide guidance to the Incident Process Coordinators
- Establish continuous process improvement cycles where the process performance, activities, roles and responsibilities, policies, procedures and supporting technology are reviewed and enhanced where applicable.
- Oversee and collaborate with problem management and drive identification of root causes as well as sufficient prevention of incident recurrences
- Ensure adherence to documented operational procedures to maintain system integrity
- Ensure appropriate operational service documentation is created and accepted by stakeholders
- Monitor suppliers involved in operations
- Enable knowledge about systems and services is collected and distributed to enable effective support
- Ensures that the relevant resources from the underpinning IT services are engaged in the delivery and support of the business services.
- Take accountability to ensure adherence with Security and Compliance policies and procedures within Service/Solution Operation scope
- Manage the lifecycle of all DDIT incidents and minimize their adverse impact on business operations
- Ensure that all the incidents are resolved appropriately within their defined and agreed SLAs.
- Publish regular monthly reports on time.
- Service continuity planning, Testing and execution for incident management service.
- Provide oversight to monitor and address Critical business applications, and critical sites availability.
- Proactively identify opportunities for service improvements; directly address and eradicate unacceptable levels of service.
- Maintain industry best practice framework, process, and tool knowledge
- Support to bring the current environment up to a best-in-class operating model.
- Serves as point of escalation, review and approval for key issues and decisions related to incident management service.
- Stakeholder management to closely align with the business facing IT functional counterparts and prioritize the disruptions that need immediate attention.

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部门  
Operations

Business Unit  
Universal Hierarchy Node

地点  
India

站点  
Hyderabad (Office)

Company / Legal Entity  
IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area  
Technology Transformation

Job Type  
Full time

Employment Type  
Regular

Shift Work  
No

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