NOVARTIS

Sr. Spec. DDIT IES ISM Incident Mgmt

Job ID
REQ-10049805
Apr 23, 2025
India

Summary

-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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Division
Operations

Business Unit

Universal Hierarchy Node

Location

India

Site

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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