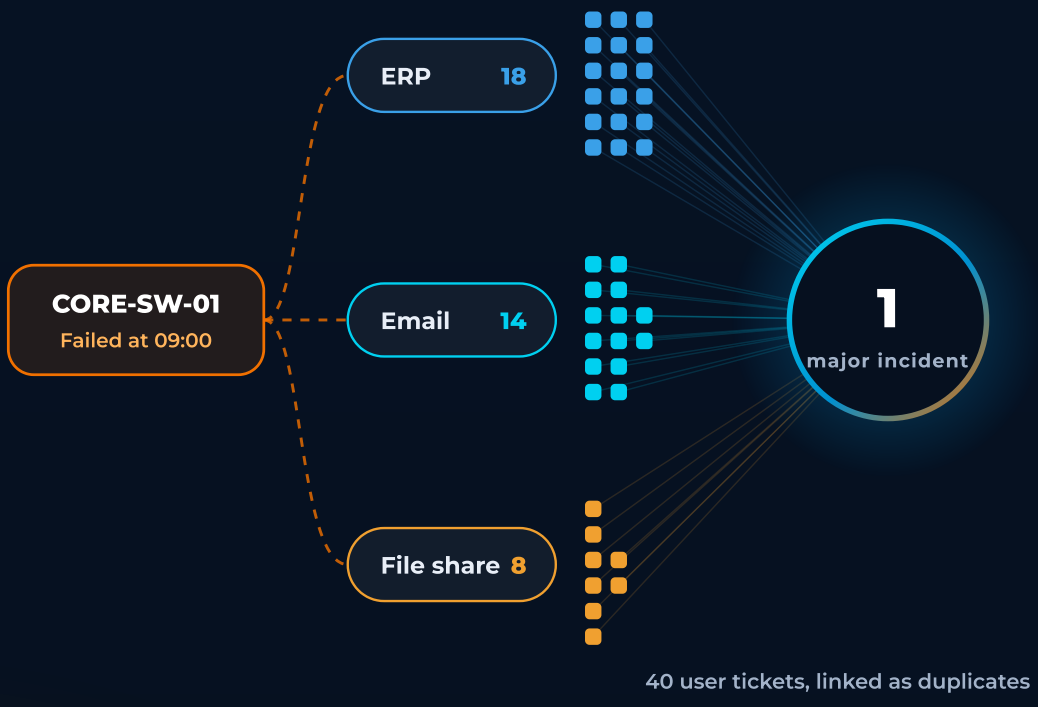
MARIFEX INSIGHTS MAJOR INCIDENT MANAGEMENT

One outage, forty tickets, one response

A core switch fails and 40 tickets arrive in 14 minutes. How we run it as one major incident in GLPI, solve once for every user and fix the cause.

MarifeX GLPI practice 13 Oct 2026 8 min read



EXECUTIVE SUMMARY

The situation

A core switch fails at 09:00. ERP, email and the shared drive go down together, and 40 tickets arrive in 14 minutes.

Our approach

One major incident as the single working record, every report linked to it as a duplicate, and a problem and change to remove the cause.

The outcome

One solution closed every ticket and told every user. The weakness behind the outage is tracked through to a permanent fix.

1

bulk action to link 40 user tickets

41

tickets solved by a single solution

40

users informed on their own ticket

0

tickets left to close by hand

01 The situation

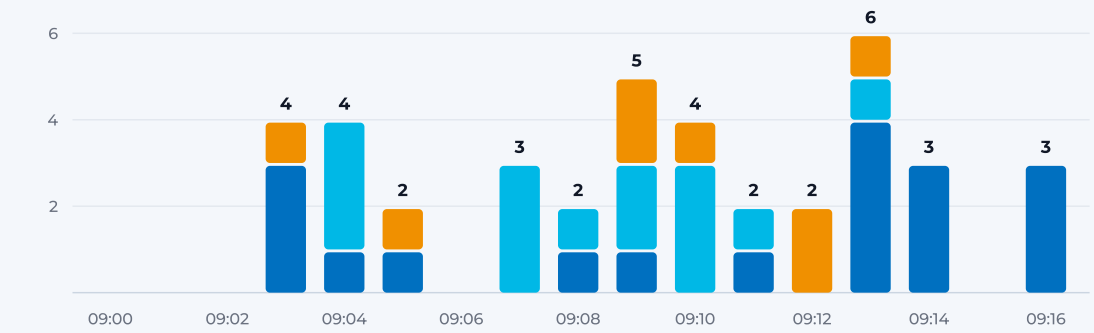
When a shared component fails, the service desk sees several unrelated faults, not one outage. A mid-sized organisation runs its ERP, email and shared file drive on three servers, and all three connect through one core switch in the data centre. At 09:00 on a working day, that switch fails.

Within minutes, people in five departments lose three different services. The service desk does not see one outage. It sees a queue filling with tickets that look unrelated.

EXHIBIT 1

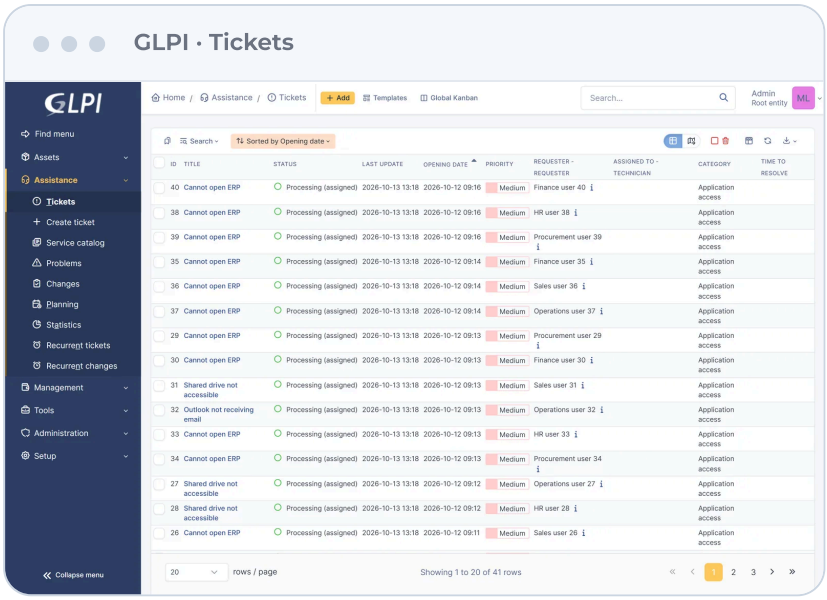
User tickets raised per minute after the switch failed

40 tickets in 14 minutes, by affected service



Source: MarifeX reproduction of the scenario on standard GLPI.

By 09:16 there are 40 open tickets: 18 about ERP, 14 about email and 8 about the shared drive. Each one is assigned to the service desk on its own, and each one could start its own investigation.



What the service desk sees ten minutes in: separate tickets from every department, each assigned on its own.

> **SCENARIO**
>
> Core switch CORE-SW-01, three servers behind it and three business services: ERP, Email and File share.
>
> 40 users across Finance, Sales, Operations, HR and Procurement.

02 The challenge

Restoring the switch is the network team's job. Everything around it is the service desk's, and that is the part this use case covers.

01

Duplicated effort

Several analysts investigate the same failure from different tickets, and nobody owns the whole picture.

02

Slow diagnosis

Three services failing at once hide the one component they share.

03

Mixed messages

Users hear different updates depending on who picked up their ticket.

04

Manual clean-up

After the fix, someone has to update and close 40 tickets one by one.

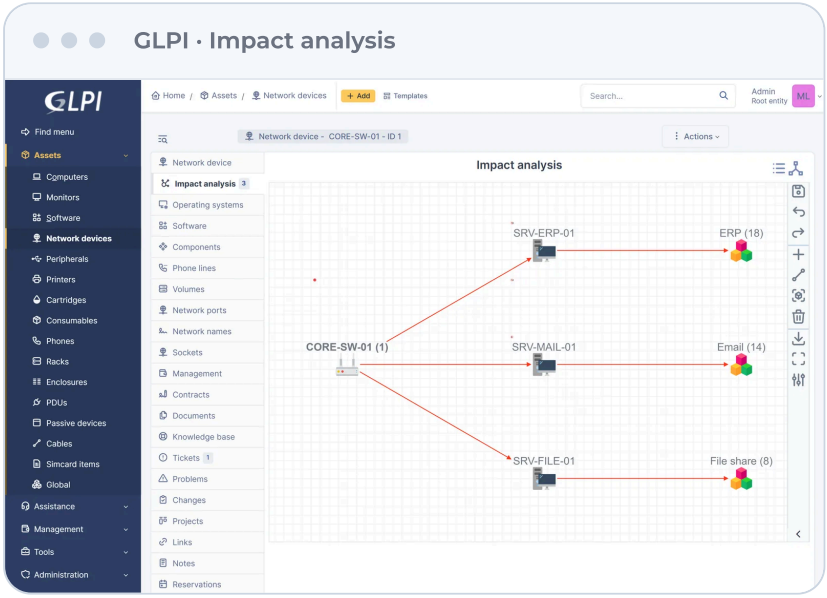
> **Restoring the service ends the incident. Removing the cause is what stops it happening again.**

03 How we run it in GLPI

We handle major incidents in four stages. Every step uses features that come with GLPI as standard, with no plugins and no custom code.

DETECT See the common cause

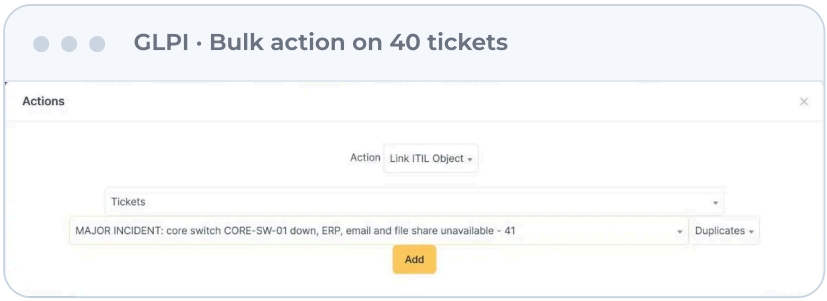
Business services and their dependencies are recorded in GLPI's impact analysis before any outage happens. When the tickets arrive, one view shows that ERP, email and the file share all depend on the same switch, and how many open tickets each service already has.



Impact analysis for the failed switch: ERP (18), Email (14) and File share (8) all depend on it.

RESPOND One record, one owner

A single major incident is opened, linked to the failed switch and assigned to the network team. All 40 user tickets are then linked to it as duplicates, in one bulk action from the ticket list. From that point the major incident is the only place where the team works and records progress.



One bulk action links all 40 selected user tickets to the major incident as duplicates.

Users hear about progress through the organisation's own channel: a status page, an email to all staff or a banner on the self-service portal. Updates on the major incident are not copied to the linked tickets, so this channel is agreed before the outage, not improvised during it.

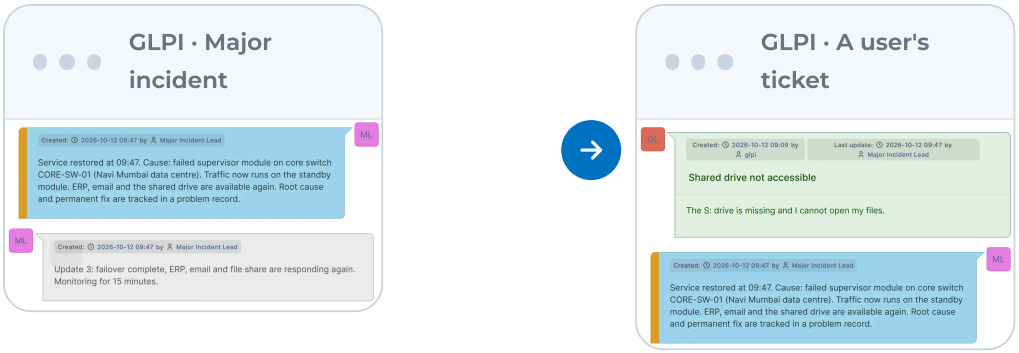
The timeline on the major incident stays the internal record: who did what and when, ready for the review that follows.



The major incident timeline: one record, time-stamped updates.

RECOVER Solve once, inform everyone

When the network team restores service, one solution is written on the major incident: what happened, what was done and where the permanent fix is tracked. GLPI copies it to every linked ticket, marks each one solved and notifies its requester.



The solution written once on the major incident (left) appears on every user's ticket (right), without anyone opening those tickets.

Each user can still accept or refuse the solution on their own ticket, so normal satisfaction and reopening rules apply.

LEARN AND PREVENT Fix the cause, keep the lesson

A problem record is opened from the major incident with its impact, cause and symptoms. Here the cause had two parts: automatic failover had been disabled after a firmware upgrade, and there was no second core switch. The permanent fix goes through a change with a deployment plan, a backup plan and a failover test, and the lesson becomes a known-error article for the next analyst.

EXHIBIT 2

The records one major incident leaves behind

Every record is linked, so the story can be followed from any of them

TICKETS

40 user reports

09:03 to 09:16

Linked as duplicates

TICKET

Major incident

Opened 09:09, solved 09:47

Single working record

PROBLEM

Root cause analysis

Opened 10:05

Impact, cause, symptoms

CHANGE

Permanent fix

Raised 11:30

Deployment and backup plan

KNOWLEDGE BASE

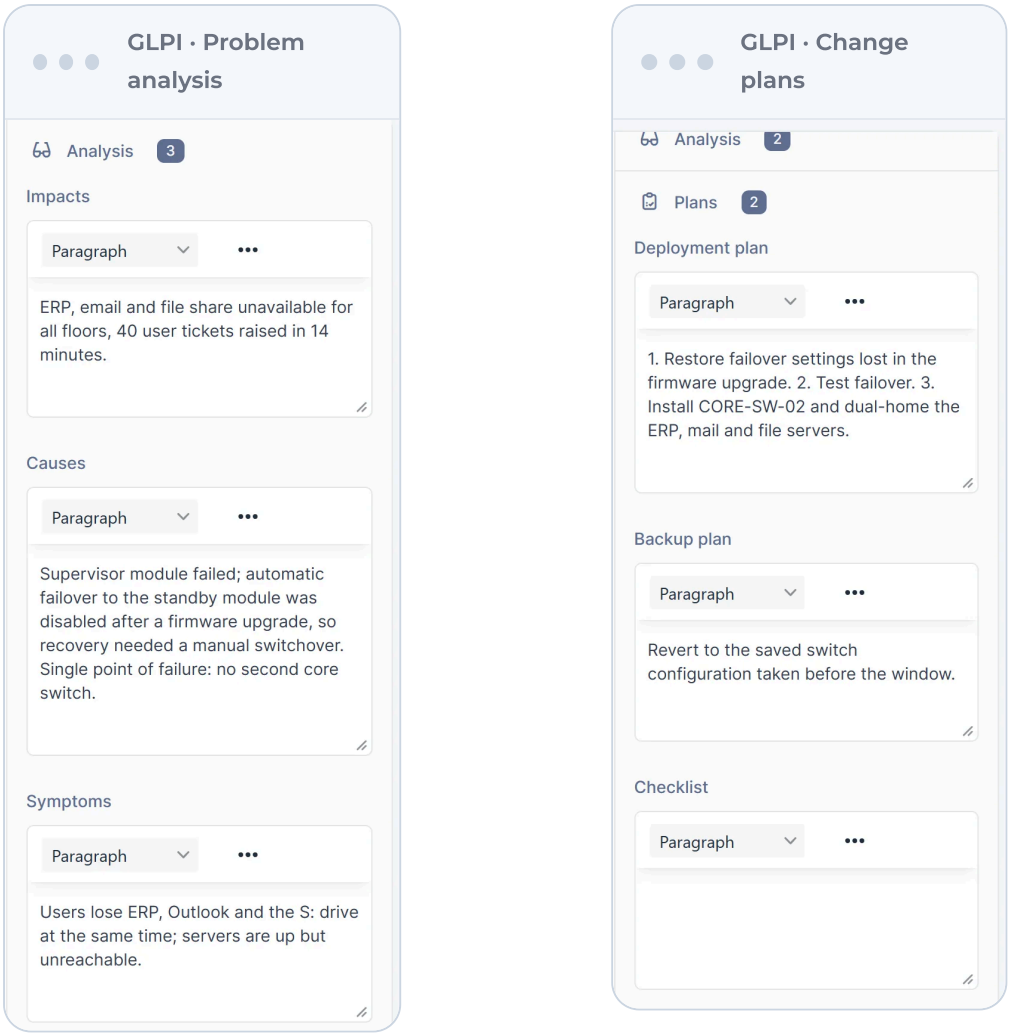
Known-error article

Published 12:00

For the next analyst

CONFIGURATION ITEM The major incident, the problem and the change are all linked to network device CORE-SW-01, so the full history opens from the device itself.

Source: MarifeX reproduction of the scenario on standard GLPI.



Left: the problem record's analysis of impact, cause and symptoms. Right: the change's deployment and backup plans for the permanent fix.

GLPI FEATURES USED

Impact analysis · Major priority · Bulk actions · Duplicate links · Solutions · Problems · Changes · Knowledge base

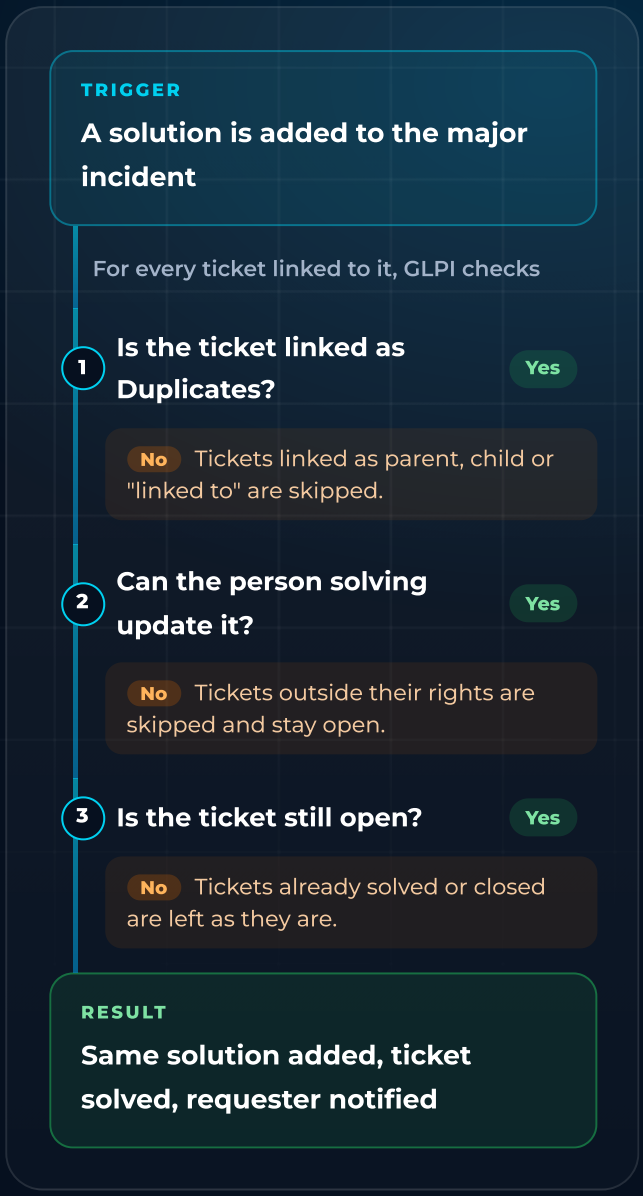
UNDER THE HOOD

Why the link type decides everything

GLPI offers four ways to link tickets, and only one of them carries a solution across. Our process is built around how GLPI behaves in practice.

The practical result: link user reports as **Duplicates**, not as child tickets, and make sure the major incident lead has rights to update every ticket they link.

Behaviour of GLPI's core ticket-link handling, verified on GLPI 11.0, October 2026.



04 The outcome

We applied the same solution twice from the same starting point: once with the duplicate links and once without them.

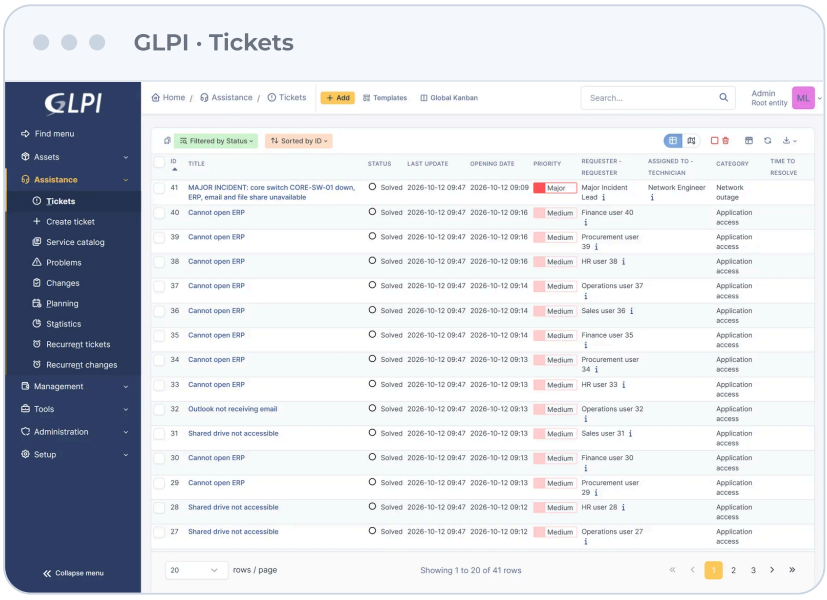
EXHIBIT 3

One solution on the major incident, with and without duplicate links

41 tickets in total: the major incident and 40 user reports

	WITHOUT DUPLICATE LINKS	WITH DUPLICATE LINKS
Tickets solved	1	41
Users told their own ticket is solved	0	40
User tickets left open for manual work	40	0

Source: MarifeX reproduction of the scenario on standard GLPI.



The queue after one solution: the major incident and every linked user ticket are solved.

- **One coordinated response.** The team worked from one record from the moment the major incident was declared.
- **No manual clean-up.** Nobody had to open, update or close the 40 user tickets.
- **Every user informed.** Each requester was notified on their own ticket.
- **A permanent fix, not just a recovery.** The cause, the change and the known error are recorded and linked for the next review.

05 What we recommend

1. **Map critical services before you need them**
   Record business services and their dependencies in impact analysis. This is what lets the service desk see the common cause in the first minutes of an outage.

2. **Agree what "major" means and who leads**
   A clear rule for declaring a major incident and a named lead on every shift.

3. **Link as duplicates, solve once**
   Link every user report to the major incident as a duplicate and solve only on the major incident.

4. **Check the lead's rights in advance**
   GLPI only updates linked tickets the person solving is allowed to change.

5. **Plan user communication outside the ticket**
   Decide the status page, email list or portal banner before the outage.

6. **Always end with a problem record**
   Track the permanent fix through change and publish the known error.

HOW MARIFEX HELPS

From standard GLPI to the way your teams work

Most organisations do not need a different ITSM tool. They need the one they have to fit their process. Because GLPI is open source, we shape it around you instead of shaping you around a licence.

Adoption

We map your incident, problem and change process to GLPI and set up rules, SLAs, notifications and templates so the right steps happen without manual effort.

Customisation

We build plugins and workflow extensions where the standard product stops short, and we contribute fixes back to GLPI itself.

Integration

We connect monitoring, directories and reporting so incidents like this one are detected and measured, not only logged.

No lock-in

You own the platform, the data and every change we make. No per-agent licence tiers decide which features you can use.

Talk to our GLPI team: **marifextech.com/contact** info@marifextech.com

ABOUT THIS USE CASE

This use case shows the approach MarifeX follows when helping organisations adopt and run GLPI. The scenario is representative of what IT teams face, and it was rebuilt on a standard GLPI installation so that every screen and figure can be shown openly. The behaviour described was verified on GLPI 11.0, October 2026 and may change in later releases.

TRADEMARKS AND RIGHT TO USE

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