**Incident Management & Support Procedures**

**Objective:**  
Establish structured processes for timely detection, reporting, escalation, and resolution of operational issues affecting MoHRIS.

**Detailed Components:**

* **Ticketing Workflow:**
  + Use of helpdesk software (e.g., Jira Service Desk, Zendesk) for issue logging and tracking.
  + Categorization of incidents by severity and impact.
* **Escalation Paths:**
  + Defined roles and responsibilities for frontline support, technical teams, and management.
  + Clear timelines for response and resolution based on incident priority.
* **Communication Protocols:**
  + Notification templates for affected users and stakeholders.
  + Incident status updates and post-resolution reports.
* **Root Cause Analysis:**
  + Post-incident reviews to identify underlying causes and preventive actions.
  + Documentation of lessons learned.