Recover operation to maintain continuity

Releasing of incident

Incident closure

Attempt to resolve incident at earliest

Based on priority of incident

Incident management team will look on incident if it not there it will create hassle

Take initial response on the incident

Assigned to concerned team

Incident processing

Based on SLA action will be taken

Incident assigned to escalation

Find immediate resolution

Impact to single user or department

Documented resolution is provided

Necessary action needs to take

Impact to business

Type of incident (Major/Minor)

Continuity management resumes the operation

Urgency of incident

Severity of impact on org/business

Incident Categorization

Incident logging

Incident identification

SD acknowledge the request

the

User contact to service desk

First point of contact