**Process description – raising an incident in a new database system**

The process of reporting an incident starts with an end user submitting a ticket with the description of the issue. The ticket is then validated by a service center employee via investigation. If the ticket is deemed as invalid, then user is notified of that decision and post users’ confirmation is closed. If the issue is confirmed it is then reassigned to the appropriate technical team for resolution. If the issue does not fall withing their scope, they reassign it back to the service center. If the tech team finds the investigation insufficient, they reassign it to the service center and request further investigation. If either of the teams decide that users input is required the service center will reach out and communicate with the end user. However, if it has been routed correctly and investigation is complete the tech team employee will check the knowledge base to see if it’s a known issue with an existing solution. If there is no matching record, they will have to solve the issue on their own and add the solution to the knowledge base. Having solved the issue, the tech team will assign the ticket back to the service center and provide a root cause analysis and explanation of the solution. A service center employee will then notify the user that the issue was resolved and provide necessary explanation. After the notification is sent, the user has a week to respond to it. They can either ask for the ticket to be closed or reopen the matter bringing it back to the starting point.