

Downgrading Unjustified 1 Priority – Very High Incident

Incident Management

When to downgrade 1 Priority Incident?

When the business impact provided by the requestor cannot justify the Very High Priority based on the predefined criteria, the Incident Processor should contact the requestor and provide explanation for the downgrading of the P1 Incident.

How to downgrade P1 Case?

Step 1

Change **Priority** in the system.

Step 2

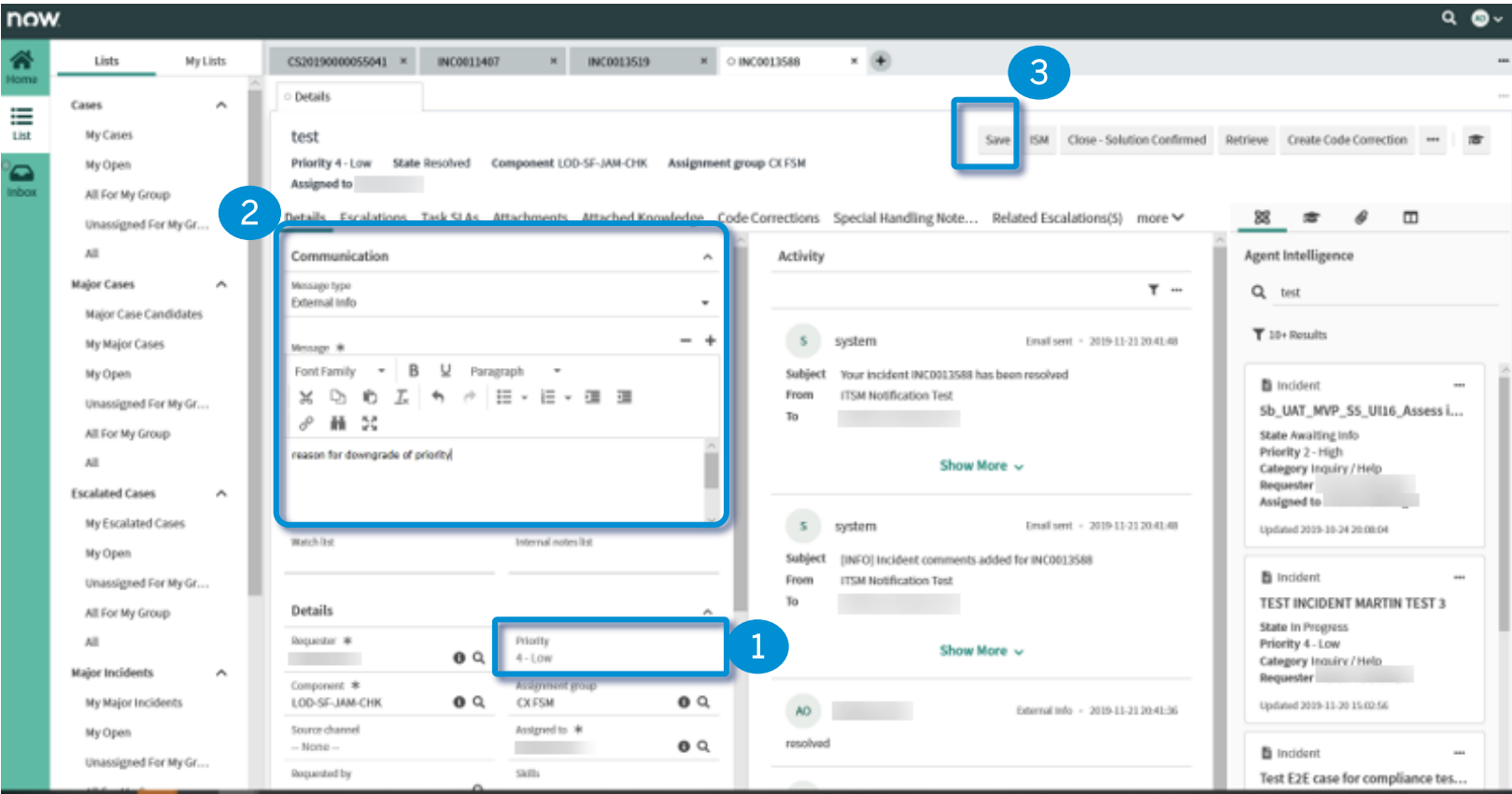
Select Message type as External Info.
In the Message field, provide the following information to the requestor.

Reason for downgrading

Regular General Incident Management
Process will be followed

Step 3

Click **Save** to update the record.



What is a change log?
What you are reading is official SAP process documentation. Stringent version control is required for Compliance purposes. Thus, this **change log** is a record of who made what changes to this content & when, in case further follow up is needed.

Please send any questions or concerns to

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Change Log

Version	Changed by	Date	Description of changes	Status
1.0.0	Anthony Orr	November 10, 2019	▪ WIPS 4.0 Golden Standard Baseline Document	Released