iMS
SYSTEMS

Powered By

ADDVantage
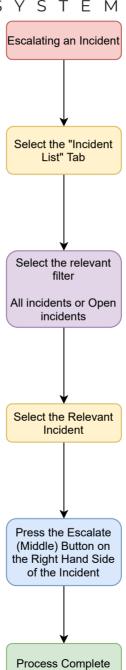TECHNOLOGIES

Incident Management

iMS SYSTEMS

Key
- Starting Point
- Queries
- Actions
- Options
- Required Actions
- Ending Point(s)

Adding an Incident

Select the relevant Business Unit

Enter a Title for the Incident

Enter a Description for the Incident

Enter the Method of Notification of the Incident

Enter the Affected Service

Assign a Priority to the Incident P1-P4

If P1 Incident, check the "is organisational" box

Do you wish to upload a document?

Yes → Drag and Drop the Document into the Attachment Field
or
Click in the Attachment Field, Navigate to the Document and Select it

No

Click "Create"

Process Complete

iMS SYSTEMS

Escalating an Incident

↓

Key

Starting Point

Queries

Actions

Options

Required Actions

Ending Point(s)

Select the "Incident List" Tab

↓

Select the relevant filter

All incidents or Open incidents

↓

Select the Relevant Incident

↓

Press the Escalate (Middle) Button on the Right Hand Side of the Incident

↓

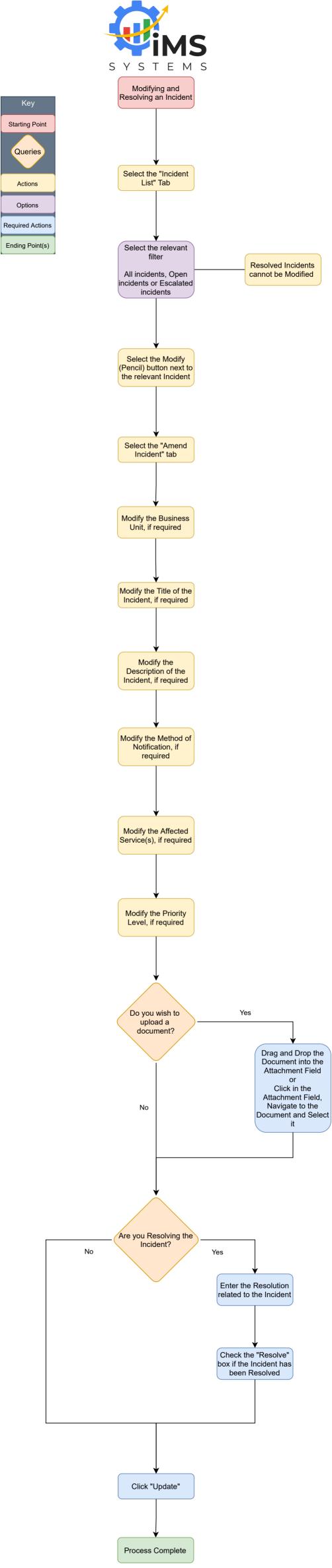**Process Complete**

iMS SYSTEMS

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Modifying and Resolving an Incident

↓

Select the "Incident List" Tab

↓

Select the relevant filter

All incidents, Open incidents or Escalated incidents → Resolved Incidents cannot be Modified

↓

Select the Modify (Pencil) button next to the relevant Incident

↓

Select the "Amend Incident" tab

↓

Modify the Business Unit, if required

↓

Modify the Title of the Incident, if required

↓

Modify the Description of the Incident, if required

↓

Modify the Method of Notification, if required

↓

Modify the Affected Service(s), if required

↓

Modify the Priority Level, if required

↓

Do you wish to upload a document? — Yes → Drag and Drop the Document into the Attachment Field
or
Click in the Attachment Field, Navigate to the Document and Select it

No ↓

Are you Resolving the Incident?

No ← | → Yes → Enter the Resolution related to the Incident

↓

Check the "Resolve" box if the Incident has been Resolved

↓

Click "Update"

↓

Process Complete

iMS SYSTEMS

Key

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Deleting an Incident

Select the "Incident List" Tab
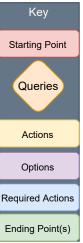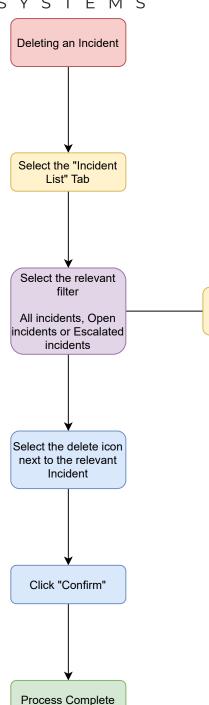
Select the relevant filter

All incidents, Open incidents or Escalated incidents

Resolved Incidents cannot be Deleted

Select the delete icon next to the relevant Incident

Click "Confirm"

Process Complete