

# ALERT

An alert is a notification raised by a monitoring system to inform that a particular event (or series of events) has occurred.

# INCIDENT

An Incident is an event that negatively affects the company's business activity. Most often, an incident starts with an alert triggered by an analyst or system that qualifies it as an incident. It is possible to raise the rank without raising an alert – based on the administrator's decision

**ARE INCIDENTS A GOOD  
THING?**