

Incidents while transferring incidents



Incident record is to **be rerouted more than five times** without consultation between the supporting groups to establish and ultimate ownership of the incident record.

Supporting groups must establish and maintain appropriate communications to ensure incident records are not lost or mismanaged by supporting groups.

If an incident is rerouted **more than five times** it requires a **warm handover** (verbal confirmation/acknowledgment of ownership)

Knowledge articles on known issues help here to control superfluous hops

Escalate to Incident Management if there are any conflicts on the Incident handling .