

Checklist	Contents	
Checklist Incident Record	Unique ID	
	Date and time of recording	
	Method of notification	
	Service Desk agent	
	Caller/ user data	
	Callback method	
	Description of symptoms	
	Affected users, locations and/ or business areas	
	Affected service(s)	
	Incident priority	
	Relationships to CIs	
	Incident category	
	Links to related Incident Records	
	Links to related Problem Records	
	Incident status change history	
	Activity log/ resolution history	
	Closure data	
Checklist Incident Priority	Incident Prioritization Guideline	
	Incident Urgency (Categories of Urgency)	High
		Medium
		Low
	Incident Impact (Categories of Impact)	High
		Medium
		Low
	Incident Priority Classes	
	Circumstances that warrant the Incident to be treated as a Major Incident	Indicators
		Identifying Major Incidents
		Major Incidents - Key Characteristics

Checklist Initial Analysis of an Incident	Known Solutions
	Known Workarounds
	Known Errors
Checklist Incident Escalation	Defined triggers for Escalations
	Defined Escalation levels in the form of an Escalation Hierarchy
	Assigned triggers to the Escalation Hierarchy (conditions/ rules, which lead to the Escalation to a particular level within the Escalation Hierarchy)