Overview

Our team created a basic Incident Management System (IMS) for our team project this semester. IMS systems are found in most businesses that manufacture products or provide services. An IMS is used by businesses to document, monitor, and analyze customer service issues. When a customer contacts a company to report a problem with a product or service, a company representative uses an IMS to document the service issue. For example, a customer might call a software company to report that the software application running on her desktop computer is displaying an error message. A customer service representative from the software company would use the IMS system to document and prioritize the problem. Additionally, other company support staff members would perform actions to resolve the customer support issue.