

Physical evidence

Information
System

Web
page

Phone
connection

Email
address

Customer actions

Event Mgmt.

Web
Interface

Phone Call

Email

Onstage contact

Incident
Identification

Incident
Logging

Incident
Categorization

Backstage contact

Service
Request
?

Yes

To Request
Fulfillment

No

Major
Incident
?

Yes

Major Incident
Procedure

No

Initial
Diagnosis

Escalati
on?

Yes

Functional
Escalation

No

Investigation &
Diagnosis

Resolution &
Recovery

Support processes

Incident
Prioritization

Incident
Closure

