Incident Management Flowchart

Incident management is a structured approach to identifying, classifying, and resolving IT issues as efficiently as possible. By implementing a standardized incident response workflow, organizations can reduce downtime, minimize disruptions, and ensure smooth operations. This flowchart outlines the process of handling incidents, from the initial report to issue resolution and escalation if necessary.

Step-by-Step Process:

- User Reports Issue
The process starts when a user identifies an issue and reports it to the IT department through a ticketing system, phone call, or automated monitoring alerts.

- Classify Incident
The support team categorizes the issue based on its nature, urgency, and complexity to determine the appropriate response.

- High Impact?
The severity of the incident is evaluated. If it is a high-impact issue affecting multiple users or critical systems, it is escalated immediately.

- Assign to Support Team
If the issue is not high impact, it is assigned to the appropriate support team or technician for further investigation and resolution.

- Resolve Issue
The assigned technician follows predefined troubleshooting steps to identify and fix the problem.

- Issue Resolved?
If the issue is resolved, the ticket is closed. If not, further escalation is required.

- Escalate to Higher Support
If the support team cannot resolve the issue, it is escalated to a senior technician or a specialized support team for advanced troubleshooting.

- Close Ticket
Once the issue is successfully resolved, the support team confirms with the user and closes the ticket in the system, ensuring proper documentation.