Service Outages: An unplanned interruption or reduction in the quality of an IT service.
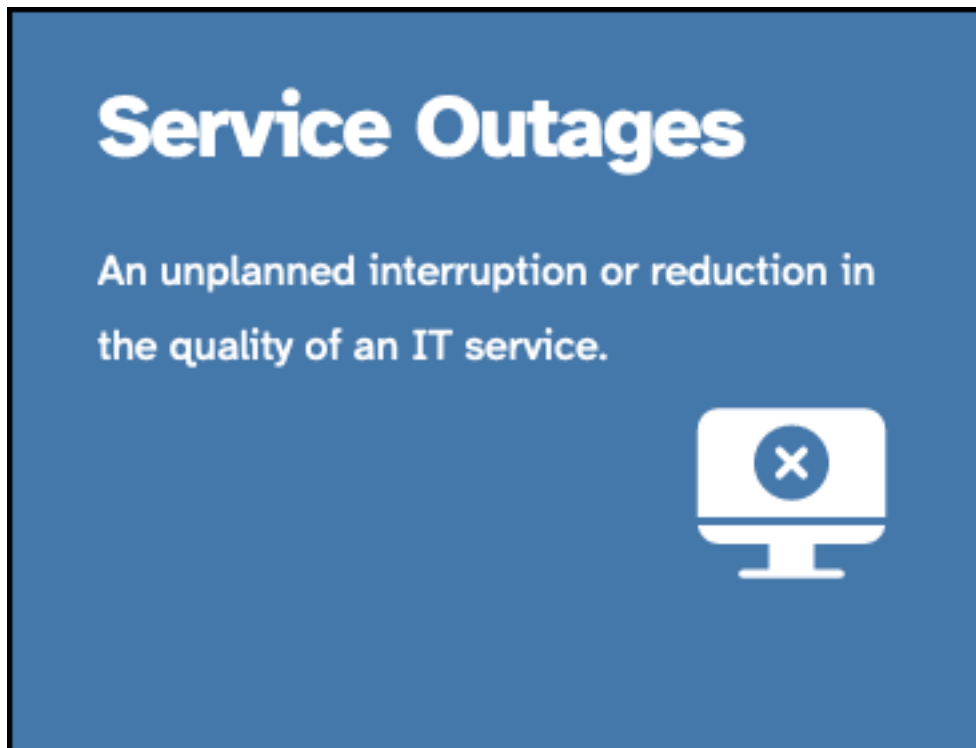
Hardware Failures: The malfunction or breakdown of a computer's physical components.
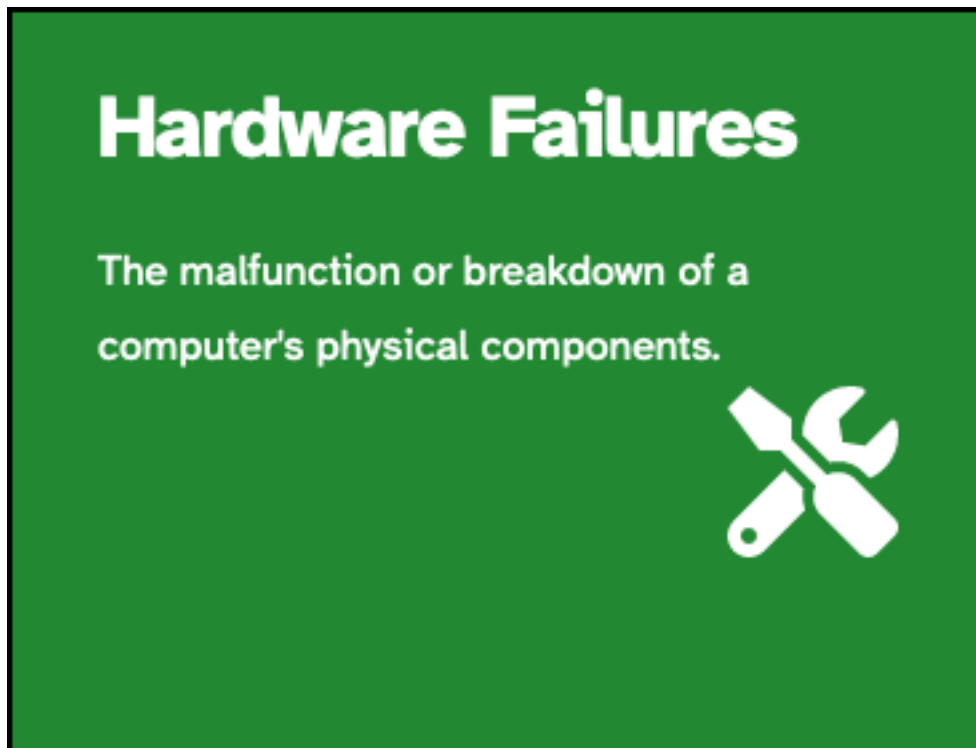
Software Bugs: An error, flaw, or unintended behaviour in a software application that causes it to produce incorrect or unexpected results.

Security Threats: An event that jeopardises the confidentiality or integrity of an information system or the information it processes.

Deployment Issues: A disruption to normal IT services caused by releasing a software or system update.