**What is Change and Incident management processes**

The objective of incident management is to minimize disruptions and restore services immediately. In some cases, change implementations can lead to incidents, most of which are minor incidents caused by temporary service disruptions or service unavailability.

The Incident Management process is used to restore normal service operations as quickly as possible and minimize the adverse impact on business operations, ensuring that agreed levels of service quality are maintained. Most major incidents can be considered to have below four stages:

(i) The initial response

(ii) The consolidation phase

(iii) The recovery phase

(iv) The restoration of normality.