**What is Incident Management workflow and related processes along with associated KPIs.**

**Incident management** is the process of detecting, analysing, and resolving incidents or issues that disrupt the normal functioning of a system, service, or application.

An incident management workflow typically includes the following processes:

**Incident identification:** This involves detecting and logging incidents as they occur or are reported by users or monitoring tools.

**Incident categorization:** This involves classifying incidents into different categories based on their impact, urgency, and severity.

**Incident prioritization:** This involves assigning a priority to each incident based on its impact on the business and its urgency.

**Incident response:** This involves taking immediate action to mitigate the incident and restore normal operations as quickly as possible.

**Incident investigation:** This involves analysing the incident to determine its root cause and prevent similar incidents from occurring in the future.

**Incident resolution:** This involves implementing a permanent fix to the issue to prevent it from occurring again.

**Incident closure:** This involves verifying that the issue has been resolved and closing the incident ticket.

**Some common Key Performance Indicators (KPIs) associated with incident management include:**

**Mean Time to Detect (MTTD):** This measures the average time it takes to detect an incident.

**Mean Time to Respond (MTTR):** This measures the average time it takes to respond to and mitigate an incident.

**First Time Fix Rate (FTFR):** This measures the percentage of incidents that are resolved on the first attempt.

**Incident Resolution Time:** This measures the average time it takes to resolve an incident.

**Incident Escalation Rate:** This measures the rate at which incidents are escalated to higher levels of support.

**Customer Satisfaction (CSAT) score:** This measures how satisfied customers are with the incident management process and the resolution of their issues. By monitoring these **KPI**s, incident management teams can identify areas for improvement and take proactive measures to prevent future incidents.

**Key Performance Indicator**

**KPI stands** for **key performance indicator**, a quantifiable measure of performance over time for a specific objective. **KPIs** provide targets for teams to shoot for, milestones to **gauge progress**, and insights that help people across the organization make better decisions.