2024-07-09#Incident-Management

- https://www.mitsm.de/wissen/itil-wiki-prozesse/incident-management/

IT-SEC

Incident Management

Issue

Topic Issue

- summarize the issue

Description Issue

- Describe what happened and how it occurred

Which Department?

- **Marketing**: responsible for promoting the organization's products or services
- **Finance**: handles financial planning, accounting, and budgeting
- **IT**: manages the organization's technology infrastructure and systems
- **Operations**: oversees the day-to-day activities of the organization

- **Research and Development**: focuses on developing new products, services, or processes
-
- Affected services
    - Billing
    - Costumer Support
    - Distribution
    - HR
    - Infrastructure Services
    - Inventory & Pricing
    - Mobile
    - Online Order Processing
    - Order Processing
    - Order Management
    - Online Sales
    -

Size of infected

- How big of an impact is the problem to you or the organization?
    - Extensive / Widespread
    - Significant / Large
    - Moderate / Limited
    - Minor / Localized