






Generic ITIL 4 Operations Processes Incident Management		Service Desk Analyst	Super users	First line support	Incident Manager	Second line support	Third line support	Service Desk Manager	Process Ref : 4-02 Revision : Revised : Owner : Process Owner Approver : IT Steering Group 
Seq	Task Title								Responsible  Supports  Consulted  Informed 
1.0	INCIDENT CAPTURE								
1.1	Identify the incident	▼	S						Identify the incident [Refer To ISO 20000-1:2005 - Service Management Standard]
1.2	Log the incident	▼							All incidents should be logged in the ITSM system [Refer To ISO 20000-1:2005 - Service Management Standard] [Create SLA template - Corporate SLA template]
1.3	Categorise the incident	▼							Using the categories defined in the ITSM tool [Refer To ISO 20000-1:2005 - Service Management Standard]
1.4	Prioritise the incident	▼							Set the priority of the incident [Refer To ISO 20000-1:2005 - Service Management Standard] Sub-Process: 4-02-1 Major Incident
2.0	INVESTIGATE								Investigate and diagnose to find the incident resolution
2.1	Investigate and diagnose	◆	S						Identify the resolution for the incident Go to 2.5 if If FTF
2.2	Escalation			S	◆	S	S		Functional escalation Go to 2.5 if Incident resolved or update required
2.3	Management escalation	◆			S				If further management support is required Go to 2.5 if Management support required
2.4	Hierarchic escalation	S						▼	Management support required to escalate the incident
2.5	Communicate progress	▼		C		C	C		From 2.1, 2.2, 2.3 Update progress to the relevant stakeholder
3.0	RESTORE SERVICE								Restore service
3.1	Resolve incident	▼							Resolve incident, refer to KEDB if required
3.2	Restore service	▼							Restore service according to SLA
3.3	Close incident	▼		C		C	C		Close incident with relevant details