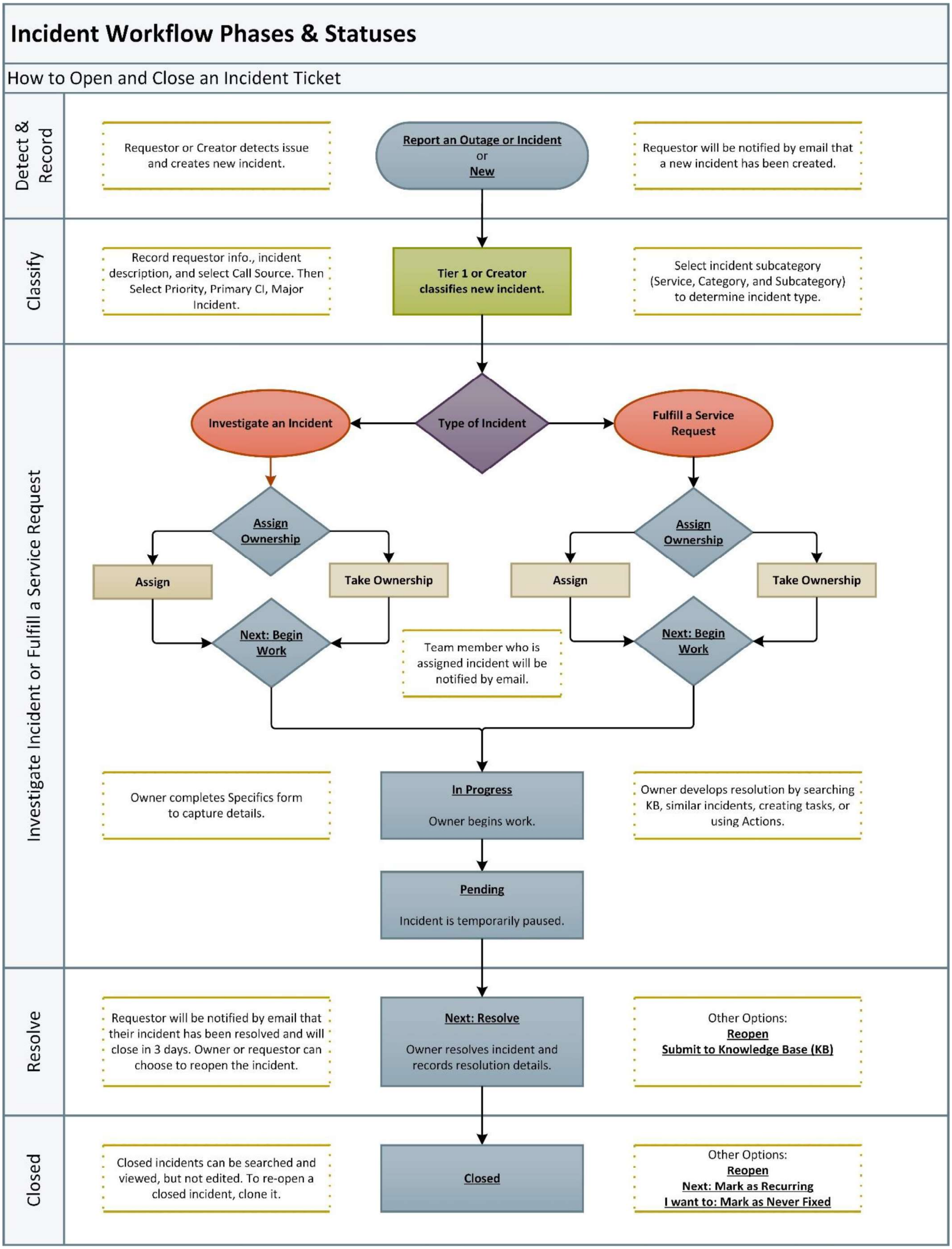
Incident Workflow Phases & Statuses
How to Open and Close an Incident Ticket
Detect & Record
Requestor or Creator detects issue and creates new incident.
Report an Outage or Incident
or
New
Requestor will be notified by email that a new incident has been created.
Classify
Record requestor info., incident description, and select Call Source. Then Select Priority, Primary CI, Major Incident.
Tier 1 or Creator classifies new incident.
Select incident subcategory (Service, Category, and Subcategory) to determine incident type.
Investigate Incident or Fulfill a Service Request
Investigate an Incident
Type of Incident
Fulfill a Service Request
Assign Ownership
Assign
Take Ownership
Next: Begin Work
Team member who is assigned incident will be notified by email.
Owner completes Specifics form to capture details.
In Progress
Owner begins work.
Owner develops resolution by searching KB, similar incidents, creating tasks, or using Actions.
Pending
Incident is temporarily paused.
Resolve
Requestor will be notified by email that their incident has been resolved and will close in 3 days. Owner or requestor can choose to reopen the incident.
Next: Resolve
Owner resolves incident and records resolution details.
Other Options:
Reopen
Submit to Knowledge Base (KB)
Closed
Closed incidents can be searched and viewed, but not edited. To re-open a closed incident, clone it.
Closed
Other Options:
Reopen
Next: Mark as Recurring
I want to: Mark as Never Fixed