Incident Management Priorities

Description

[vc_row][vc_column][vc_column_text]**What is an incident?**
An incident is defined as â??An unplanned interruption that causes, may cause, or reduces the quality of an IT Service.

What is Incident Management?
Incident Management is defined as â??The process that aims to restore normal service operation as fast as possible, minimizing the impact on the business and end user. â?•

What are the Priorities in Incident Management?

1. **Clear Communication** to all stakeholders including service owners, end-user who has logged the ticket and any other associated stakeholder.
2. **Effective Response** so that the service can be restored quickly.
3. **Effective Collaboration** to resolve the issue faster
4. **Continuous Improvement** to learn from the incidents so that it can be applied to make changes to processes and services.

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You might want to read more about our CEO Sheshagiri Anegondi (Sheshu). He is amongst the foremost Oracle License Experts globally.

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