

Incident Management

Objective 🎯

The goal is to **minimize the negative impact of incidents** by restoring normal service operation as quickly as possible

Scope 🌐

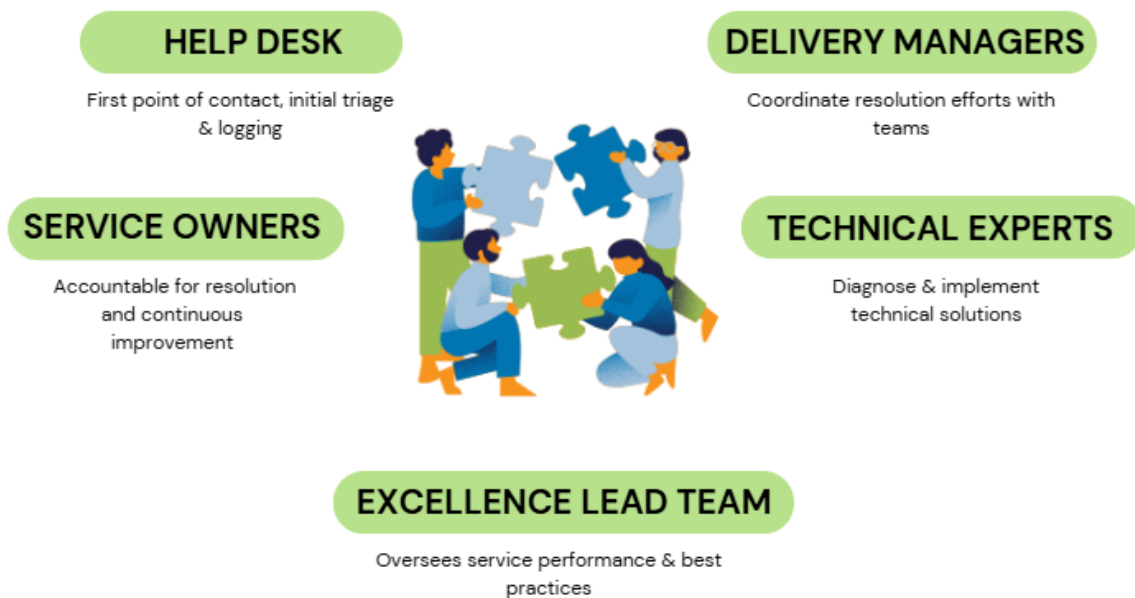
It covers the **entire incident lifecycle**—from **detection** to **resolution validation**—engaging all relevant stakeholders, including **users, suppliers, IT, and GBS**.

Main activities 📋



🚨 Special attention must be given in the case of a major incident, as it requires the launch of a dedicated war room and mandatory communication to end-users

Main Actors 🧑‍🤝‍🧑



Useful contacts

 **Excellence Lead:** Matthias Sielaff - matthias.sielaff@syensqo.com

 **Incident process Leader :** To be completed by the new team

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