FAQ IM

Welcome to the Incident Management FAQ Hub!
Here you'll find answers to the most frequently asked questions. This centralized resource is designed to streamline your experience and provide quick solutions .

Need more help? Don’t hesitate to reach out to our **support team** or connect directly with the **process owner** for expert guidance

A prioritization matrix, built with the Global IT support and the DMs is used. It's available on the wiki on the dedicated incident page , in the Process Document Design (PDD) page 13.
The P1 and P2 will be considered as Major incident.
Each major incident needs to be validated by the SOs/DMs (according the availability)
This prioritization matrix is a first version and would evolve according to the maturity of the process
No, not all notes are visible to the user , only the notes entered at the parent Work Order, Incident, or Request level; notes added on Tasks remain internal and are not exposed to the user. Additionally, the note has to be marked as Public to be visible to the end user
No formal list of incident managers exists. The Help Desk (ComputaCenter) is responsible for managing incidents.
You can find more information on roles and responsibilities in the Process Design Document (PDD), page 18
Yes. User guides and tutorials, including step-by-step instructions, will be made available on the wiki platform (link provided in-session)