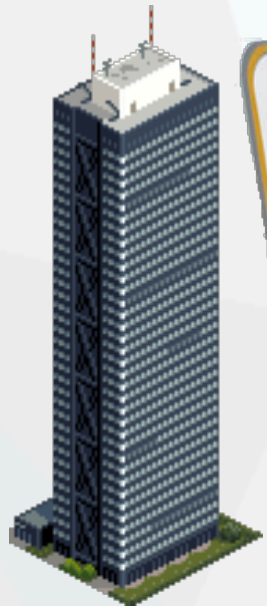


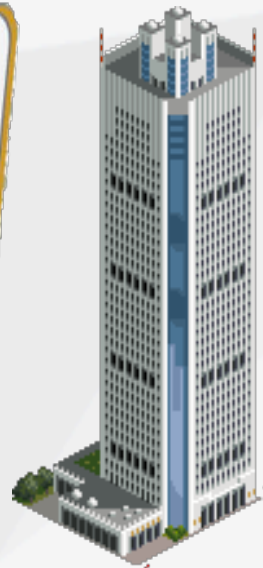
Incident Towers

Technical Operations



- Incidents that had any impact related to OS and above system issue, or other operations related impact

Application Teams



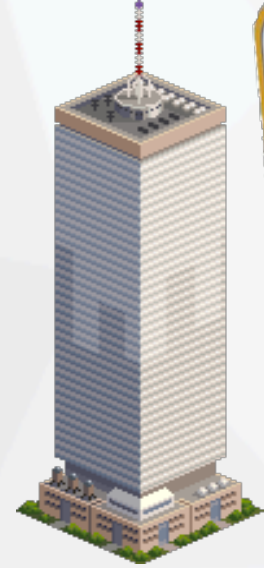
- Content Related Impacts (bad releases, bugs, latent defects, etc...)
- Code

Application 3rd Party



- Impacts caused by an external vendor outage
- Other services
- Lender

Network



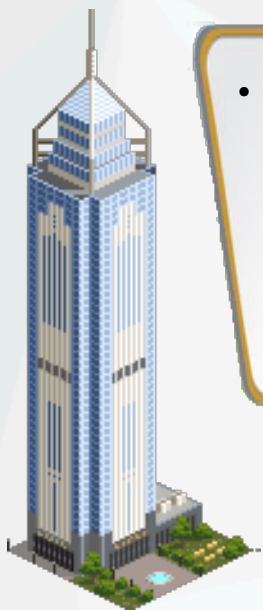
- Any Incidents that had an impact related to the network

Network 3rd Party



- Impacts caused by any transport outages
- Network

Core Infrastructure



- Incidents related to below the OS infrastructure issue

Core Services



- Incidents related to DHCP, DNS, Jive, etc.

Core Financial



- Incidents that had any impact related to any core financial service

Unknown



- Change
- Technical Debt
- Failure