



ISSUE ALERT!

Customer Call
OR
Event Monitor

OPEN INCIDENT TICKET

IS IT A PROBLEM?

YES

OPEN PROBLEM TICKET

IS IT A SERVICE IMPACT?

YES

OPEN OUTAGE RECORD

GO TO END

FIX THE PROBLEM

NO

NO

ALL TASKS COMPLETE?

YES

Conduct RCA
Track & Complete
Median Tasks

NO

NO

OLDER THAN 90 DAYS?

YES

MIGRATE PROBLEM TO RISK REGISTER

Report On Risk Register

YES

RISK STILL ACTIVE?

NO

CLOSE RISK

CLOSE PROBLEM UPDATE RCA

END