INCIDENT MANAGEMENT
COMPLETE INCIDENT RECORD

COMPLETEING AN INCIDENT RECORD

Once Service is restored and the Incident record is able to be completed, you must perform the following activities to Resolve the Incident. Timely and accurate Resolution of Incident Management records is critical as there are SLM metrics associated to Incident Duration and reporting requirements, based on resolution data.

1. From the Open Incident record select the **Resolve** button located in the bottom left portion of the Incident

Note: To cancel an Incident, it can be completed by setting the Status to Cancelled and documenting the reason why in the Resolution field

1. Once the Resolve Incident window is launched, you must ensure both the **Assigned Group*+** and **Assignee** is populated. It is critical to always have an assignee on Resolution.

2. Next you must fill out the Resolution details. This is a free text box and must contain all details pertinent to service restoration.

3. **Status Reason** must be set appropriately

4. Final verification of both the **Service*+** and **CI+** is required

5. You also have the ability to add a final Work Info if applicable, this is not required, but if there are any specific work activities, you can add them here.

6. Select Save to move the Incident to Resolved.

Note: When you Resolve an Original Incident (has related duplicate Incident) the duplicate Incidents will stay in a Pending/ Pending Original Incident status. Once the Original Incident is Closed (either manual or auto close), all Duplicate Incidents will move to Resolved.