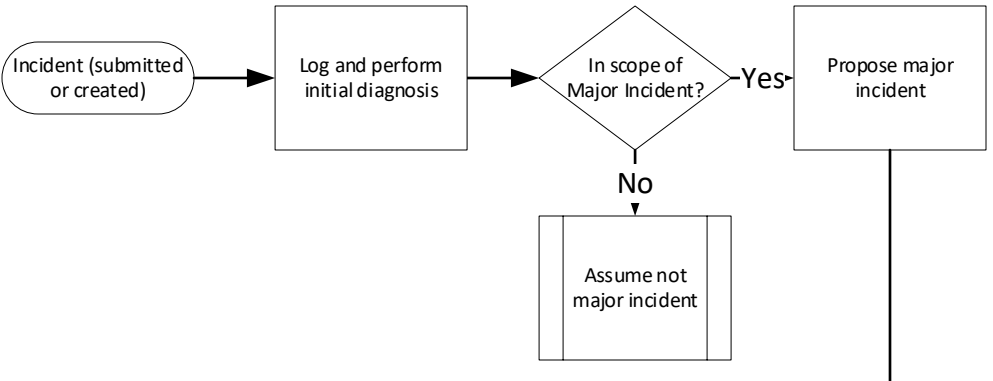


Identification and Initial Investigation

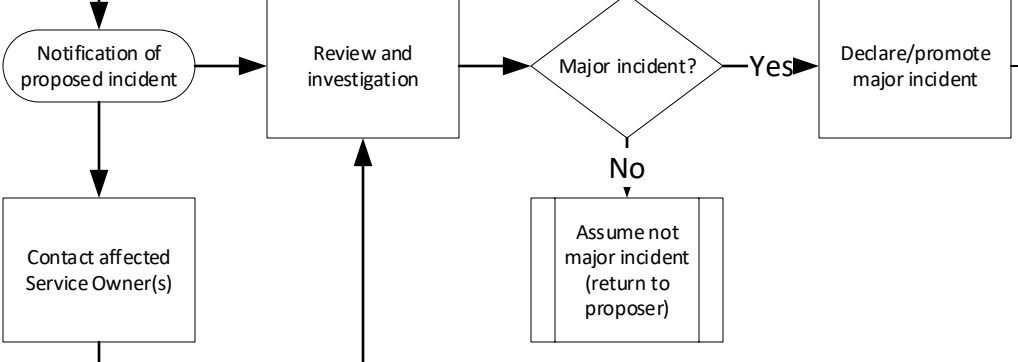
Mitigation and Communications

Closure and Review

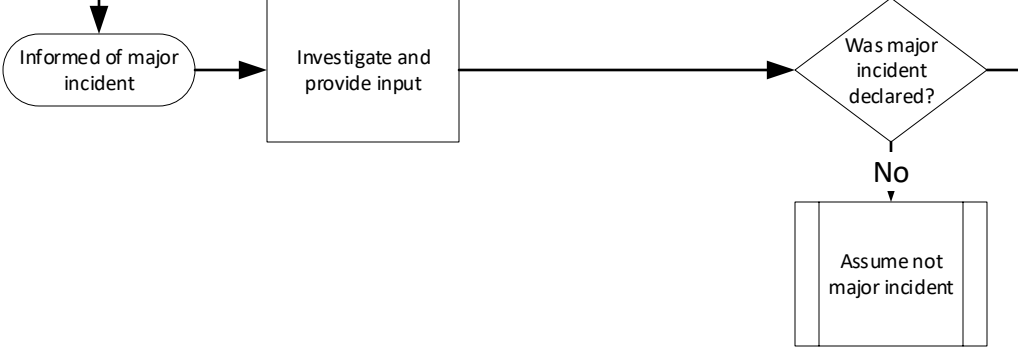
Incident fulfillers (Help, owners, providers, departmental IT)



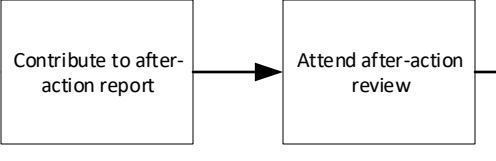
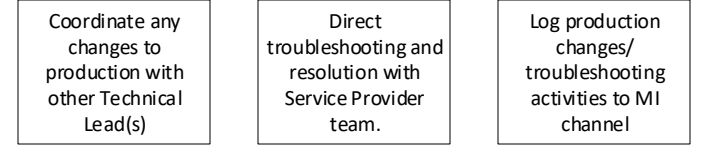
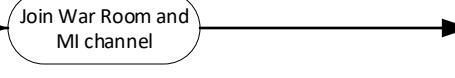
Major Incident Manager



Service Owner(s)



Technical lead(s)



Service Provider(s)

