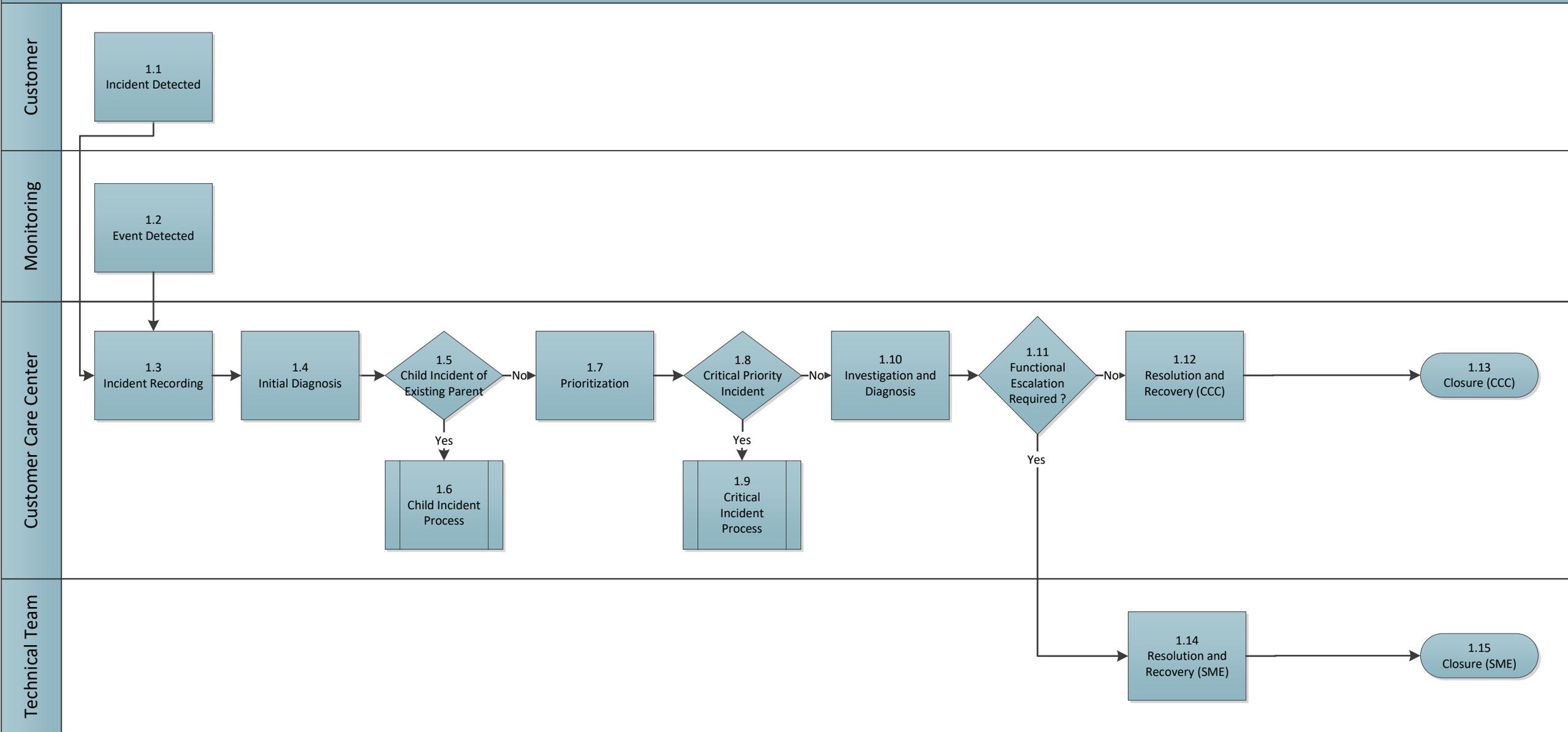


CCC Incident Management

Rev 4.00

Incident Workflow



CCC Incident Management

Rev 4.00

Child Incident Workflow

Customer Care
Center

2.1
Child Incident
Associated to
Parent



ServiceNow

2.2
Resolution and
Recovery
(Work Notes Updated
Automatically when
Parent is Updated)



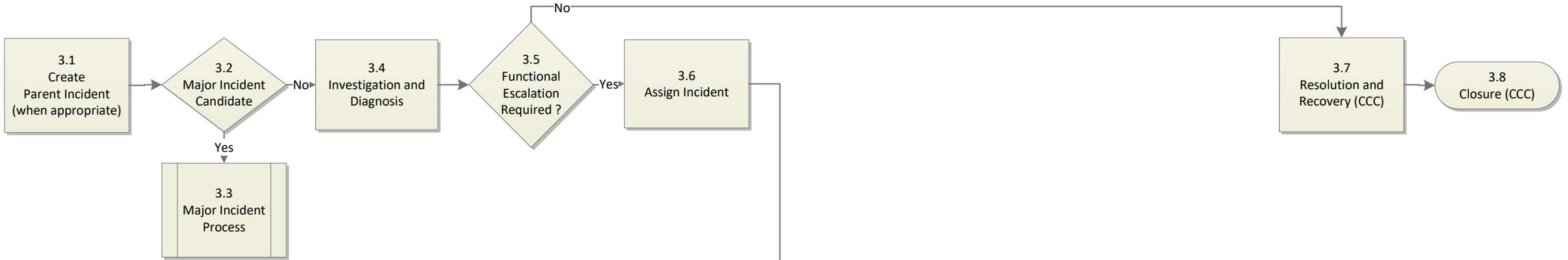
2.3
Closure
(Resolution Updated
Automatically when
Parent is Resolved)

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Critical Incident Workflow

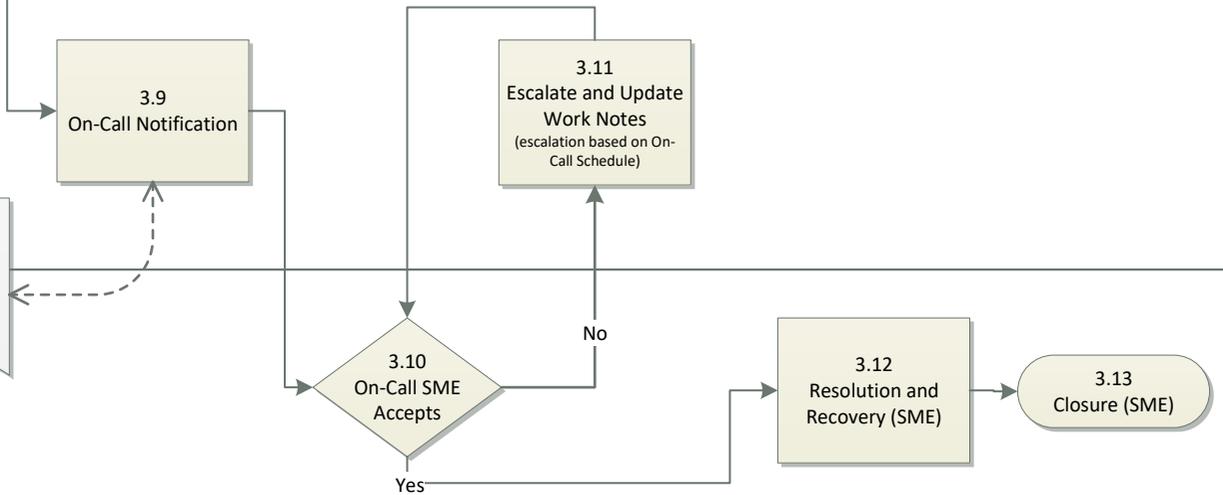
Customer Care Center



ServiceNow

On-Call/Escalation
(Text wait 2 min then Call)
1. Primary
2. Secondary
3. Tertiary
4. Everyone in Assignment Group

Technical Team



CCC Incident Management

Rev 4.00

Major Incident Workflow

