Categorize Incident

Incident categorization groups incident that have something in common. Categorization is often multi-leveled. Categorization is generally specific to an organization.

Incidents may be categorized with respect to organization role of users impacted, service(s) impacted, high-level symptoms (total outage, performance impacted, etc.), configuration items involved, support group to handle, etc. Additional categorizations may include type of impacted service – such as hardware or software – or product name.

Incident categorization helps to route the incident to the appropriate staff for diagnosis and resolution and provides a basis for creating metrics.