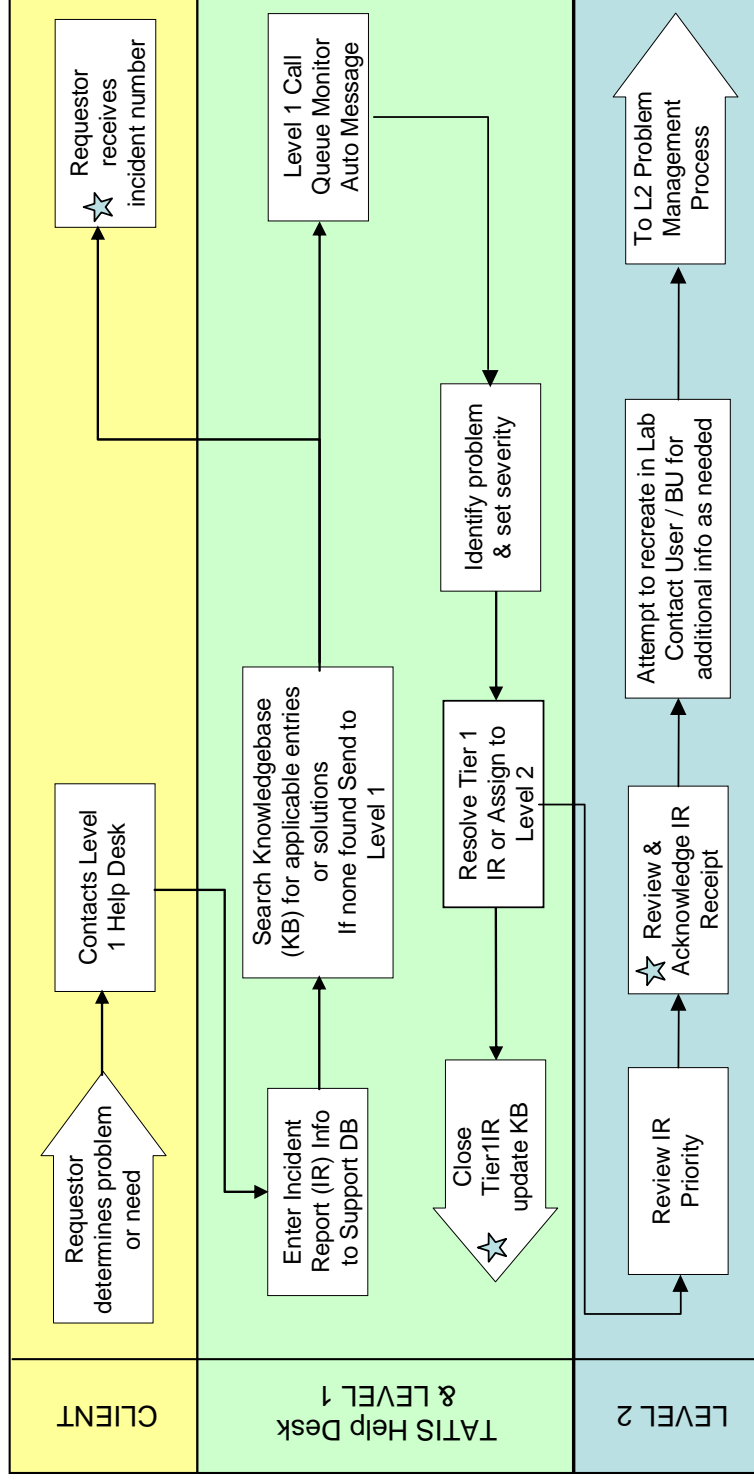


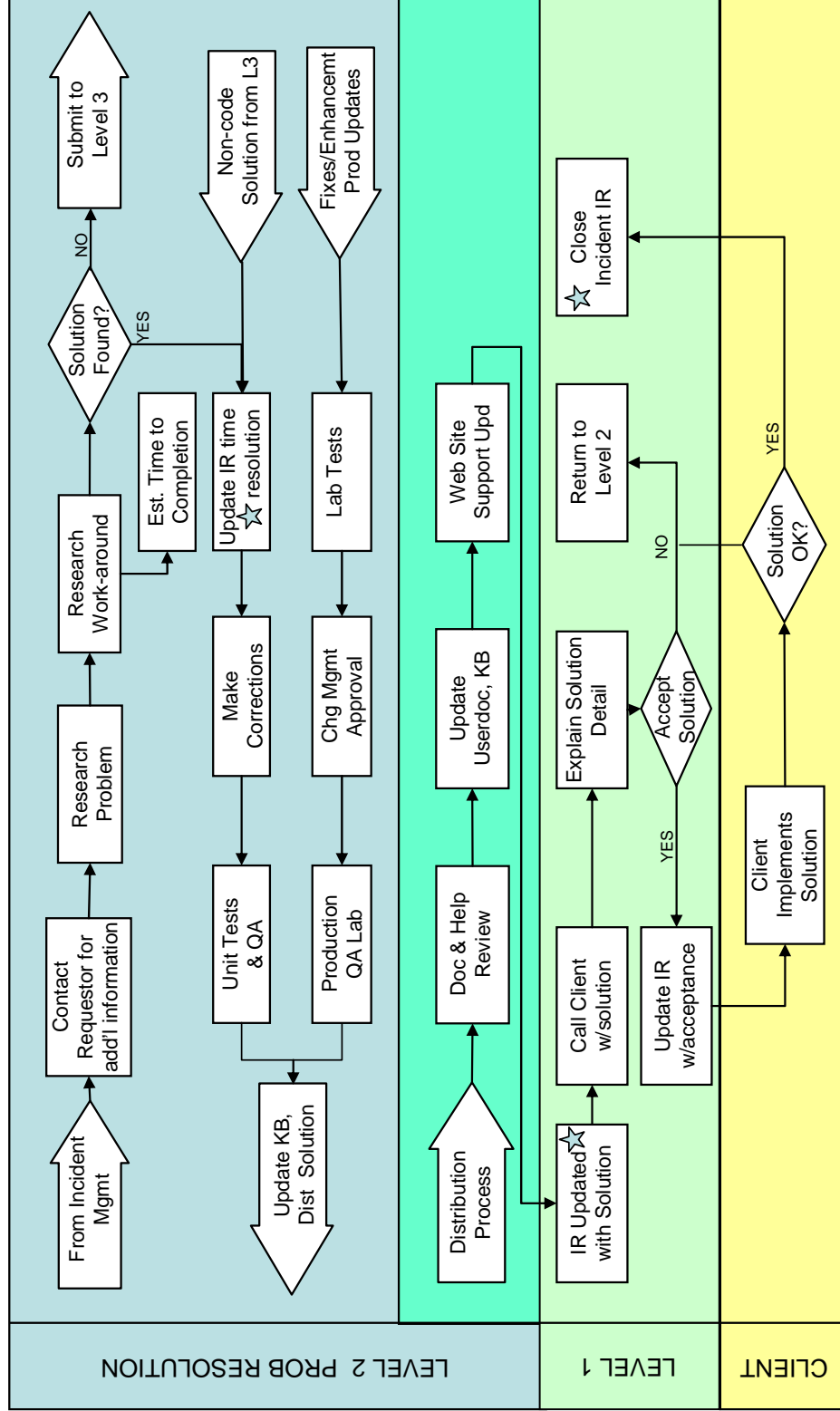
# Process Guide: Incident Management



☆ = Automated IR Update Msg Sent to Originator

# Process Guide – Level 2 support

☆ = Automated IR Update Msg Sent to Originator



# Process Guide – Level 3 & 4 Support

☆ = Automated IR Update Msg Sent to Originator

