



CITY OF WAUKESHA

Administration

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Committee: Information Technology Board	Date: 3/1/2017
Common Council Item Number: 17-0001	Date: Click here to enter a date.
Submitted By: Chris Pofahl	City Administrator Approval: Kevin Lahner, City Administrator Click here to enter text.
Finance Department Review: Rich Abbott, Finance Director Click here to enter text.	City Attorney's Office Review: Brian Running, City Attorney Click here to enter text.
Subject: IT Incident Management Policy	

Details:
IT Incident Management Policy puts in the framework for how incidents are handled. An incident is any unplanned event which causes, or may cause, an interruption to, or a reduction in, the quality of service." Incident management is the process of restoring operations as quickly as possible with minimal adverse impact on business operations. Additionally, this policy outlines an incident framework for incident ownership, monitoring, tracking and communications.

Options & Alternatives:
N/A

Financial Remarks:
N/A

Executive Recommendation:

Committee Recommendation:
[Click here to enter text.](#)

