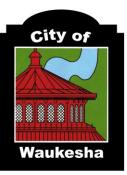
CITY OF WAUKESHA



Administration 201 Delafield Street, Waukesha, WI 53188 Tel: 262.524.3701 fax: 262.524.3899 www.ci.waukesha.wi.us

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

