SOP: Incident Logging and Ticket Creation Procedures

This SOP defines the **incident logging and ticket creation procedures**, detailing the systematic process for accurately recording incidents, categorizing issues, prioritizing responses, and generating tickets for tracking and resolution. It aims to ensure prompt and efficient handling of all reported problems, enhance communication among support teams, and maintain a comprehensive incident management system for accountability and performance monitoring.

1. Purpose

To outline a standardized process for documenting incidents, assigning priority, and ensuring all incidents are logged and tracked appropriately in the ticketing system.

2. Scope

This SOP applies to all service desk, support team members, and authorized personnel responsible for incident management and ticket handling within the organization.

3. Definitions

Term	Definition
Incident	An unplanned interruption to an IT service or a reduction in the quality of an IT service.
Ticket	A record in the system used to track the status and progress of an incident.
Priority	Determined by the impact and urgency of the incident.

4. Responsibilities

- **Service Desk:** Log all incidents, ensure accuracy of details, assign categories and priorities.
- **Support Teams:** Review, resolve, and document actions taken.
- **Incident Manager:** Monitor compliance with procedures, escalate issues as necessary.

5. Procedure

1. **Incident Reporting**
   - Accept incidents via approved channels (e.g., phone, email, portal).
   - Gather all relevant information from the user reporting the incident.

2. **Incident Logging**
   - Enter the incident into the ticketing system immediately upon receipt.
   - Include all required data:
     - User/contact details
     - Date/time reported
     - Description of issue
     - Service/system affected

3. **Categorization**
   - Assign the appropriate category and sub-category for the incident.

4. **Prioritization**
   - Assign priority based on impact and urgency per organizational guidelines.

5. **Ticket Creation**
   - Generate a unique ticket ID for tracking.
   - Assign the ticket to the relevant team or technician.

6. **Notification**
   - Confirm ticket creation with the reporter (provide ticket ID and summary).

7. **Tracking and Updates**
   - Update the ticket with status changes, actions taken, and resolution details.

8. **Incident Closure**
   - Ensure incident is fully resolved and confirm with the reporter before closing the ticket.
   - Document resolution steps and any user feedback.

6. Documentation and Records

- All tickets and related communications must be stored in the designated ticketing system.
- Ensure data privacy and security when handling sensitive information.

7. Review and Continuous Improvement

- Regularly review logged incidents for trends and improvement opportunities.
- Update this SOP annually or as required to reflect process or system changes.