

SOP: Incident Ticket Logging and Categorization Procedures

This SOP defines the **incident ticket logging and categorization procedures**, detailing the systematic approach to recording, classifying, and prioritizing incident tickets. It ensures accurate documentation of incidents, facilitates efficient tracking, and supports timely resolution by assigning appropriate categories and urgency levels. The procedure aims to improve incident management, enhance communication among support teams, and provide a reliable record for analysis and reporting.

1. Purpose

To establish a consistent procedure for logging and categorizing incident tickets to ensure efficient, accurate, and timely management of incidents.

2. Scope

Applies to all employees and support personnel involved in raising, triaging, categorizing, and resolving IT or service-related incidents.

3. Responsibilities

- **Service Desk Agents:** Responsible for initial ticket logging, information verification, categorization, and prioritization.
- **Incident Manager:** Oversees ticket management and adherence to categorization standards.
- **Support Teams:** Review and update category if required during resolution.

4. Procedure

1. **Incident Identification**
 - Receive incident reports from end users via phone, email, portal, or monitoring tools.
2. **Ticket Logging**
 - Log the incident in the ticketing system immediately upon receipt.
 - Capture the following mandatory information:
 - User details (name, contact, department)
 - Date and time reported
 - Incident description and impact
 - Supporting documentation or screenshots
3. **Incident Categorization**
 - Select the most appropriate **Category** and **Subcategory** to reflect the nature of the incident.
 - If uncertain, select 'Other' and escalate to the Incident Manager for review.
 - Refer to the category matrix below.
4. **Prioritization**
 - Assign the appropriate **Priority** based on impact and urgency.
 - Follow the prioritization guidelines provided in the matrix below.
5. **Ticket Review and Confirmation**
 - Validate all ticket details before submission.
 - Send acknowledgment to the incident reporter.
6. **Assignment**
 - Route the ticket to the appropriate support group for resolution.
7. **Ongoing Review**
 - Update the ticket if additional information, recategorization, or reprioritization is necessary during resolution.

5. Category and Priority Matrix

Category	Subcategory	Description	Example
Hardware	Desktop, Laptop, Printer, Peripheral	Issues related to physical devices and accessories.	Printer not working, laptop won't start.

Software	Application, OS, Updates	Problems with installed software or updates.	Outlook not opening, failed Windows update.
Network	Connectivity, Wi-Fi, VPN	Failures in network access or performance.	No internet access, VPN disconnects.
Access & Security	Password, Permissions, MFA	Authentication or authorization incidents.	Account locked, unable to reset password.
Other	N/A	Does not fit listed categories, requires manager's review.	Unidentified system error.

Priority	Impact	Urgency	Response Time Target
P1 - Critical	Business-wide	Immediate	15 minutes
P2 - High	Department	High	30 minutes
P3 - Medium	Team/User	Normal	1 hour
P4 - Low	Single User	Low	4 hours

6. Records and Reporting

- All tickets and incident records must be maintained in the ticketing system.
- Periodic reports to be generated for management review (e.g., weekly, monthly).

7. Review and Continuous Improvement

- This SOP must be reviewed annually or when significant changes are made to procedures or the ticketing system.
- Feedback should be solicited from end users and support teams to drive improvements.