# SOP: Incident Resolution and Closure Validation

This SOP details the process for **incident resolution and closure validation**, encompassing incident identification, investigation, corrective action implementation, verification of resolution effectiveness, stakeholder communication, documentation requirements, and final closure authorization. The aim is to ensure that all incidents are effectively resolved, validated for completeness, and formally closed to prevent recurrence and maintain organizational safety and compliance.

## 1. Purpose

To establish a standardized process for resolving incidents and validating closure to ensure thoroughness, prevent recurrence, and comply with regulatory and organizational standards.

## 2. Scope

This SOP applies to all personnel involved in the incident management process, including incident handlers, investigators, responsible parties, and authorized approvers, across all departments.

## 3. Responsibilities

- **Incident Handler:** Coordinates and documents the resolution process.
- **Investigator:** Conducts root cause analysis and reports findings.
- **Responsible Team:** Implements corrective and preventive actions.
- **Approver:** Validates resolution and authorizes closure.
- **Stakeholders:** Review communications and provide feedback as needed.

## 4. Procedure

1. **Incident Identification**
   - Report incidents through designated channels (e.g., incident tracking system, service desk).
   - Assign a unique identifier and categorize incident severity.
2. **Incident Investigation**
   - Assign an investigator to determine root cause.
   - Conduct interviews, gather evidence, and document findings.
3. **Corrective Action Implementation**
   - Develop an action plan addressing root causes.
   - Assign tasks to relevant teams with clear deadlines.
   - Track implementation progress.
4. **Effectiveness Verification**
   - Test or review corrective actions to ensure incident has been resolved.
   - Monitor for any recurrence or related issues for a pre-defined period.
5. **Stakeholder Communication**
   - Inform affected parties of incident status and resolution steps.
   - Document communication and collect feedback if appropriate.
6. **Documentation**
   - Update incident log with complete records of investigation, actions, verification, and communications.
   - Attach supporting evidence where required.
7. **Closure Validation and Authorization**
   - Submit incident package for final review.
   - Designated approver validates completeness and effectiveness of resolution.

- Officially close the incident and archive records as per policy.

# 5. Documentation and Records

| Document | Owner | Retention Period |
| --- | --- | --- |
| Incident Report | Incident Handler | 5 years |
| Investigation Notes | Investigator | 5 years |
| Corrective Action Plans | Responsible Team | 5 years |
| Closure Approval | Approver | 5 years |

# 6. References

- Organizational Incident Management Policy
- Relevant Regulatory/Safety Standards

# 7. Review and Revision

- This SOP will be reviewed annually or following any major incident.
- Updates will be documented in the revision history.