I. PURPOSE
The purpose of this document is to define the Incident Management policies for use across the University Information Technology (UIT) and the Information Technology Services (ITS) organizations.

II. OBJECTIVE
The objective of Incident Management is to minimize the adverse impacts of incidents and to restore service as quickly as possible.

III. SCOPE
This policy applies to all UIT/ITS employees, contractors, vendors, departments, business areas, functional areas, and affiliated organizations.

IV. POLICY
UIT/ITS shall facilitate definition of procedures, metrics, and documentation necessary to implement Incident Management.

Incidents shall be managed using the Incident Management process.

The Incident Response Team (IRT) facilitates the resolution of urgent incidents. Process owners shall regularly review and identify the members of the IRT.

The Service Desk shall serve as the central point-of-contact for communication for all incidents.

The Service Desk shall provide notification and post messages (SLA compliance, service outage, downtime, etc.) to stakeholders.

Teams shall provide Knowledge Management with information related to the resolution of incidents as per policy.

Service Requests and Work Orders shall be addressed by the Request Fulfillment Policy.

Audits shall be routinely conducted to assess if incident records have been created in compliance with policies and procedures.

V. REGULATORY INFORMATION
NA

VI. GOVERNANCE
The Process Owner is responsible for the enforcement of this policy and the approved processes and procedures related to implementation of the policy.
VII. ENFORCEMENT AND EXCEPTIONS
This binding policy document is approved by the UIT/ITS's Executive Leadership Team. Infractions of these policies could result in disciplinary action.

Exceptions to these policies can be approved by the UIT/ITS's Executive Leadership Team.

Changes to corresponding Processes and Procedures may be made by the Process Owner.

VIII. POLICY REVIEW
The applicable policy, process, and procedure documents shall be audited, reviewed, and revised as necessary at a minimum interval of every two (2) years to ensure relevance, fit for purpose, and fit for use.

The applicable processes and procedures shall be audited, reviewed, and revised as necessary when the Policy is modified.

IX. REFERENCES
Definitions Document
Request Fulfillment Policy
Knowledge Management Policy
Incident Management Process
IRT Process
Request Fulfillment Process

X. APPROVALS

| Approval Body: | 
| Approval Date: | 
| Policy Owner: | 
| Origin Date: | 

XI. REVISION HISTORY

<table>
<thead>
<tr>
<th>Date</th>
<th>Revision #</th>
<th>Description of Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>03/18/10</td>
<td>1.0</td>
<td>Initial creation.</td>
</tr>
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Revision #: 1.0  Supersedes: N/A  Date: 09.09.15

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