## Incident Catalogue

<table>
<thead>
<tr>
<th>Entry</th>
<th>Item</th>
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</table>

**Comment [BV1]:** Incident catalogue grouping can be done in different ways, e.g.:

- service based
- technical/QI based
- technical/organizational based
- etc.

A few examples of incident catalogue entries:

- **Topic:** Software
  - **Item:** Incidents/Software/Office automation
  - **Item:** Incidents/Software/Office automation/Internet Explorer
  - **Item:** Incidents/Software/Office automation/Word