[company name]

Incident Catalogue

Entry / [illegible]	Item

Comment [BV1]: Incident catalogue [illegible]
Grouping can be done in different ways, e.g.:
- service based
- technical/CI 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

[illegible]

©2013 This template may be used by clients of EPPS Services Ltd. www.20000academy.com in accordance with the License Agreement.