Incident Triage and Confirmed Knowledge

the framework, agreed benchmark and the effect to be tested before the first run.

Follow the first hints, confirmed development and own relevance decision time per affected performance.

Legal entity, service and audit period

Specify the identifier, status, period and responsible body.

Separating signal and knowledge

Record evidenced facts and UTC time per performance affected.

Technical examination of criteria

Keep a clear record of the legal basis, concrete alternative and lack of information.

Reporting decision handed over

Secure the earliest confirmed knowledge in the event overview.

Incident Triage and Confirmed Knowledge

The completed case shows how the target, observation and follow-up are related.

N21 · Message from the platform at 08:10 clock, confirmed serious impact at 08:25 clock. Later facts remain visible in the course of the process.

Test question Should or Compare Observation Decision			
First signal	Date and first observation	08:10 UTC, effect still unclear	Produce collection with jurisdiction
Knowledge State of play and assessment responsible		08:25 UTC, serious effect demonstrated	Secure the time limit for the confirmed path
Update	Assigning later findings	09:10 UTC, additional customer effect	Complete, maintain original time reference

Which result is passed

A robust decision-making protocol from the first signal to the earliest evidenced relevant knowledge.

Comparison with your own process

What is the acceptance or result of your actual data?

Incident Triage and Confirmed Knowledge

Confirm the observations and place a specific order for open points.

1 First signal

Criteria and agreed target value observation and clear evidence

2 Knowledge

Criteria and agreed target value observation and clear evidence

3 Update

Criteria and agreed target value observation and clear evidence

Evaluation and open findings

Decision, deviation from the target and the performance concerned.

Follow-up and release

Enter the responsible body, due date, re-certificate and release if necessary.