```
┌─────────────────────┐
│ Incident detected by │
│ network monitoring   │
│ tools and/or escalated│
│ by Service Desk      │
└─────────────────────┘
          │
          ▼
┌─────────────────────┐
│ Open incident ticket (if│
│ ticket is not yet    │
│ opened)              │
└─────────────────────┘
          │
          ▼
┌─────────────────────┐
│ NOC Operator perform │
│ incident assessment, │
│ troubleshooting and  │
│ resolution           │
└─────────────────────┘
          │
          ▼
```

Is the incident resolved? ───────────────► Is the incident Network Services related? ──────────► Escalate to Service Owner Technical Contact

Is the incident Network Services related? ──► Escalate to Network Services Engineer or Analyst

Escalate to Service Owner Technical Contact ──► Is the incident resolved? ──► Follow up with Service Owner Technical Contact

Follow up with Service Owner Technical Contact ──► Escalate to Service Owner Technical Contact

Escalate to Network Services Engineer or Analyst ──► Is the incident resolved? ──► Follow up with Network Services Engineer or Analyst

Follow up with Network Services Engineer or Analyst ──► Escalate to Network Services Engineer or Analyst

Is the incident resolved? ──► Close incident ticket

Is the incident resolved? (first) ──► Close incident ticket

Network Operations Centre - Incident Management Process