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Incident Management Policy. Policy is a management directive that significantly influences the processes and procedures. Incident Management Policy drives the decision making in incident management operations and ensures consistent and appropriate development and implementation of processes, metrics, roles, activities, etc., with regard to this policy.

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6.1 Incident Management Process Owner 6.2 Incident Management Process Manager ... 10.0 Incident Management Verify Document & Close Process Flow 10.1 Incident Management Verify, Document & Close (VD&C) Process Activity ... The content within this general overview is based on the best practices of the ITIL® framework[1]. 2. Incident Management ...

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