**UniQuE**

Incident Management Summary

(Engagement Name and Id)

(Client)

**Document History**

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# Incident Management Summary Overview

*<<This document summarizes the lessons learnt, performance measures, improvement opportunities, etc. of Incident Management>>*

## Purpose Of The Document

## Scope Of The Document

## Control Of The Document

### Capgemini

### Approval

### Maintenance

# Incident Management

## 2.1 Process

### Facts And Figures

### Trend Curves / Performance Data

### Actual Project Benefits

### Overall Effectiveness

## Lessons Learned

### Process

### Tools

## Improvement Suggestions

### Process

### Tools