

# Application Incident Management

## Overview process

### Application Incident Management ...

- Enables a centralized and common incident and issue message processing in multiple organization levels
- Offers a communication channel with all relevant stakeholders of an incident. The process includes business user, SAP experts@customer, SAP Service&Support and Partner Support employees.
- Is integrated in all ALM processes of SAP Solution Manager and Sap managed systems.
- Includes follow up activities such as knowledge research, root cause analysis or Change Management

