INCIDENT COMMUNICATION INTERFACE FOR THE KNOWLEDGE MANAGEMENT SYSTEM

ABSTRACT

Embodiments of the present invention include a method, system, computer program product, or a combination of the foregoing for creating a knowledge management system with an incident communication interface for production support incidents that is standardized and centralized across the channels and sub-channels in an organization. The incident communication interface system is used to track, identify, and resolve the incidents that occur throughout the organization. The incident communication interface allows business associates to initiate an incident ticket associated with an incident. The incident communication interface also communicates information related to an incident to business associates. The incident communication interface provides the business associates knowledge management system access. The incident communication interface receives user input including details related to resolving the incident and the incident details are stored in the incident report database.

Figure 16