Furthermore, for all Priority 1 and 2, please also call Nets ITBS +45 7211 2020 (24/7/365).

Fields marked with **\*** are mandatory

|  |
| --- |
| ITBS INCIDENT REPORTING FORM v2 |
| **\*Company/Contact name:**  |  | **\*Date for Incident**:  |  | **\*Time for Incident:**  |  |
| **\*Phone number:**  |  | **Nets Incident number (if available):**  |  |
| **Customer Reference number:**  |  |
| **\*Technical Description of the issue:**  |  |
| **\*Error message, if available:** *(Please attach screen dumps, logs and/or other relevant documents, if available)* |   |
| **\*Product or Service affected:**  |  | **\*Country affected:**  |  |
| **\*Assessment of Business Impact:** Describe the impact to the business - how are your end-users affected: |  |
| **\*Assessment of Priority (1-4):**  |  |
| **1. Critical**Services classified as “Business critical” or “Critical” are not available.Major part of critical functionality for “Business Critical” services not available OrFor “Critical” serviceson Critical days.Breach of integrity or confidentiality according to Customers applicable guidelines and rules**Submit form via mail. Contact Nets-ITBS by phone.** | **2. High**Services classified as “Non-critical” are not available.Major part or critical functionality unavailable for “Critical” services.Slow performance or errors in functionality that is not immediately critical to the operation of “Business critical” services.**Submit form via mail. Contact Nets-ITBS by phone.** | **3. Medium**Major part or critical functionality unavailable for “Non critical” services.Slow performance or errors in functionality that is not immediately critical to the operation of “Critical” services.**Submit form via mail.** | **4. Low**Slow performance or errors in functionality that is not immediately critical to the operation of “Non critical” services.Low priority error with low business impact that needs to be solved within reasonable time for “Critical” and “Non Critical” services.**Submit form via mail.** |
| **\*Choose environment:** | Production: | Test: (only prio. 2,3,4): |
| **Change related** (If known): | Date: | Change ID: |
| **Repeatable:** | Date/time & frequency:  |