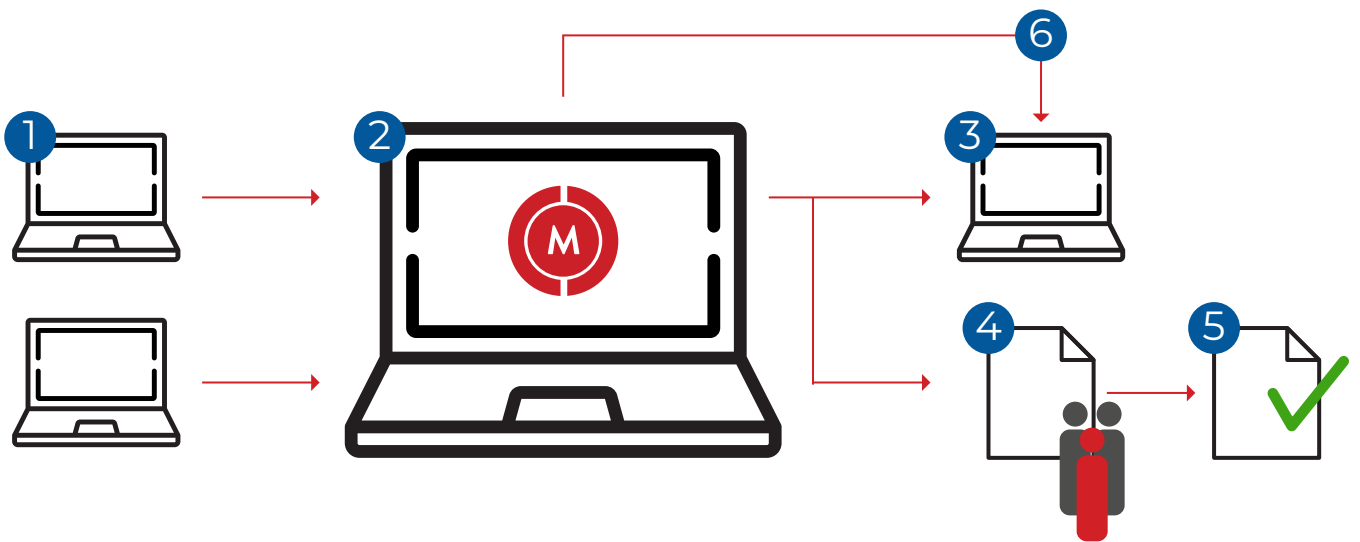


USE MARTELLO IQ TO CREATE AN INCIDENT MANAGEMENT WORKFLOW



An Incident Management process will help you more effectively deal with issues as issues as they arise. Use **Martello iQ** to streamline that process:

- 1 The source monitoring systems raise alerts.
- 2 Martello iQ consolidates all the alerts from the various source monitoring systems.
- 3 Martello iQ creates an incident in your ITSM based on these alerts.
- 4 Martello iQ automatically sends a notification to the team that is responsible for supporting the affected applications or services. The notification is sent using your choice of method.
- 5 The support team resolved the problem that caused the alert.
- 6 You can navigate directly to the ITSM from within Martello iQ to close the incident. iQ automatically closes the alerts in the source systems when it detects that the issue no longer exists, or that the incident is closed in the ITSM.

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