4.1 Maintenance of Event Monitoring Mechanisms and Rules
4.1.1 Event Filtering and 1st Level Correlation
4.1.2 2nd Level Correlation and Response Selection
4.1.3 Event Review and Closure
4.1.4 Incident Management

4.2 Incident Management Support
4.2.1 Incident Logging and Categorization
4.2.2 Immediate Incident Resolution by 1st Level Support
4.2.3 Incident Resolution by 2nd Level Support
4.2.4 Handling of Major Incidents
4.2.5 Incident Monitoring and Escalation
4.2.6 Incident Closure and Evaluation
4.2.7 Pro-Active User Information
4.2.8 Incident Management Reporting

4.3 Access Management

4.4 Maintenance of Catalogue of User Roles and Access Profiles
4.4.1 Processing of User Access Requests

4.5 Problem Management
4.5.1 Problem Categorization and Prioritization
4.5.2 Problem Diagnosis and Resolution
4.5.3 Problem and Error Control
4.5.4 Problem Closure and Evaluation
4.5.5 Major Problem Review
4.5.6 Problem Management Reporting

4.6 IT Operations Control

4.7 Facilities Management

4.8 Application Management

4.9 Technical Management