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**Incident Closure [1]**  
Establish procedures for the timely monitoring of clearance of customer queries. When the incident has been resolved, ensure that the service desk records the resolution steps, and confirm that the action taken has been agreed to by the customer. Also record and report unresolved incidents (known errors and workarounds) to provide information for proper problem management.

**There are no PSGs published for this topic; however, the topic is under review for future PSGs**

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Source URL: <http://gta.georgia.gov/psg/book-page/incident-closure>