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incident - Problema - Por ejemplo fallo un equipo o servicio
request - Requerimiento - Ejemplo añadir codigos ACD
request for information - Solicitud de Reportes o informacion

Area: Servicio CAD

Subarea: La que corresponda

Detalle: La que corresponda

Impacto:
Bajo: Pierde alguna funcionalidad
Menor: 1 puesto sin servicio
Moderado: Varios equipos sin servicio
Alto: 1 o mas sitios sin algun servicio

Urgencia:
Nula: Ejemplo algun requerimiento fuera del alcance del proyecto
Baja: 1 funcionalidad no critica (cintillo, informe, querytool, no afecta el servicio basico)
Media: 1 puesto o 2 puestos no del mismo rol
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Hp Service Manager Manual

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