# Incident Report

**Purpose:** This document provides a standardized report of IT or system-related incidents, detailing the cause, impact, affected systems/users, and resolution actions taken. It ensures accurate tracking, consistent handling, and effective communication of incident management.

## Incident Summary

* **Date of Incident:** {incidentDate}
* **Time of Incident:** {incidentTime}
* **Reported By:** {reportedBy}
* **Incident ID:** {incidentId}
* **Incident Severity:** {severity}

## Incident Description

{incidentDescription}

## Root Cause Analysis

{rootCause}

## Impact Analysis

**Affected Systems:**

{#affectedSystems}

* {systemName}

{/affectedSystems}

**Affected Users/Departments:**

{#affectedUsers}

* {userDepartment}

{/affectedUsers}

## Actions Taken

1. **Detection:** {detectionDetails}
2. **Immediate Actions:** {immediateActions}
3. **Resolution Steps:** {resolutionSteps}
4. **Preventive Actions:** {preventiveMeasures}

## Timeline of Events

|  |  |  |
| --- | --- | --- |
| **Time** | **Event Description** | **Performed By** |
| {#incidentTimeline}{eventTime} | {eventDescription} | {performedBy}{/incidentTimeline} |

## Status

* **Is the Incident Resolved?** {isResolved}
* **Date Resolved:** {resolvedDate}

{^isResolved}**Status:***Open - Resolution in progress*{/isResolved}

## Additional Notes

{additionalNotes}

## Reported and Approved By

|  |  |  |
| --- | --- | --- |
| **Name** | **Role** | **Date** |
| {#approvals}{approverName} | {approverRole} | {approvalDate}{/approvals} |