

Incident Report Template

Field	Details
Incident Number	[Assigned incident ID]
Time Logged	[Time incident was recorded]
Reported By	[Role/Department, not name]
Impacted Systems	[Specify system or platform]
Incident Description	[Brief summary of the problem]
Scope of Impact	[e.g., Number of teams, departments]
Impact Level	<input type="checkbox"/> Low <input type="checkbox"/> Medium <input type="checkbox"/> High <input type="checkbox"/> Severe
Initial Diagnosis	[Findings from Tier 1/Tier 2]
Escalation Timeline	[When and to whom it was escalated]
Corrective Actions Taken	[Technical fixes, patches applied]
Incident Closure Time	[Total time to resolution]
Notes for Future Avoidance	[Mitigation steps or monitoring]

Facilitating structured IT incident tracking and resolution is essential, and an incident report template provides accountability and traceability. This template encompasses pertinent information, including incident impact level, affected systems and impact scope, incident impact significance, incident summary, personnel actions taken to mitigate and resolve the event, key event sequences, onset times, root-cause diagnostics, problem prevention notes, equipment damage, participant impact, financial aid, legal claims, and observed trends (Wallace & Motarjemi, 2023). It is particularly valuable for teams that experience recurring types of quality issues or resolutions across departments or platforms.

Reference

Wallace, C. A., & Motarjemi, Y. (2023). Incident management and root cause analysis.

In *Food safety management* (pp. 957-970). Academic Press.

<https://www.sciencedirect.com/science/article/pii/B9780128200131000401>