**Incident & Resolution Logs**

* **Goal**: Ensure all post-rollout issues are captured, analyzed, and resolved.
* **Log Format**:

| **Timestamp** | **Region** | **Issue** | **Impact** | **Root Cause** | **Resolution** | **Owner** |
| --- | --- | --- | --- | --- | --- | --- |
| 30-07-2025 03:10 | Eldoret | 5G Handover Failure | 3 Sites | Config Drift | Re-synced Ansible | NOC Shift 1 |

* **Inclusions**:
  + Time to detect (TTD) and time to resolve (TTR)
  + Impact severity levels (P1–P3)
  + Follow-up actions (e.g., rollback, patch deployment)
* **Usage**:
  + Feeding into the knowledge base
  + Used during RCA (root cause analysis) and weekly ops reviews