**Incident Management & Root Cause Analysis (RCA) Logs**

* Maintain incident records in **Jira** or **ServiceNow** with time-to-resolution, impacted services, and severity tagging.
* For each high-severity issue, conduct RCA using **5 Whys** or **Fishbone Diagram** methodology.
* Document contributing factors, affected modules, team response timelines, and permanent fixes.
* Create a **Monthly Incident Summary Report** shared with operations, vendors, and PMO.