



# Global Cybersecurity Resource CSOC MANUAL INCIDENT FORM

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Approved <b>Brian Hurley</b>	Checked	Date <b>2017-11-03</b>	Rev <b>V1</b>	Reference

Incident Slogan	Mandatory
Client Name	Mandatory
CSOC Analyst Name	Mandatory
Date & Time of Incident	Mandatory
Date & Time Ticket Created	Mandatory
Date & Time Service Up & Running	Mandatory
GCR Incident Reference / TT Number	Mandatory
Ticket Priority	Critical
What, Where and When did the Incident occur?	Mandatory
Who reported it, to whom and when?	Mandatory
What Equipment/System/Domain was affected?	Mandatory
How long was the effect on the Client services?	Mandatory
What actions were taken to secure the client's system/network and limit the damage?	Mandatory
Incident Lead Time (Time alarm/threat attempt generated- service up and running)	Mandatory
Reason(s) for Incident exceeding the Lead Time (SLA)?	Mandatory

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Signature

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Date