**IT Incident Report Template**

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| Field | Details |
| Incident Title | Microsoft Exchange Server Outage – Division A |
| Date & Time of Incident | June 20, 2025 – 10:15 AM EST |
| Reported By | John Doe – Sales Department |
| Department/Location Affected | Sales and Marketing Units (25+ Users) |
| Incident Description | At approximately 10:15 AM, users reported being unable to send or receive emails. Bounce-back errors and failed delivery messages indicated a disruption in the Microsoft Exchange transport service. Initial diagnostics confirmed a service-level fault causing a backlog in the mail queue. |
| Personnel Involved | - Tier 1 Support: Sai Ravi Teja Garikipati  - Tier 2 Support: Jane Smith  - Tier 3 System Administrator  - Impacted Users: Sales and Marketing Staff |
| Impact on Systems/Users | - Complete outage of email functionality for ~2 hours  - Delayed client communications  - No data loss confirmed |
| Immediate Response Actions | - Logged ticket in incident management system  - Restarted mail transport service  - Cleared message queue  - Sent advisory via Teams backup channel  - Escalated to Tier 2 |
| Resolution Timeline | - Incident Logged: 10:20 AM  - Tier 2 Escalation: 10:35 AM  - Service Restored: 12:05 PM  - User Notification Sent: 12:15 PM |
| Follow-Up Actions | - Schedule vendor patch update for Exchange service  - Configure server memory monitoring alerts  - Train Tier 1 team on proactive queue monitoring |
| Prepared By | Sai Ravi Teja Garikipati |
| Email Contact | SaiGarikipati\_ITSupport@wilmustudents.edu |

Standardized incident documentation, as demonstrated above, supports structured communication, accountability, and post-event learning. According to the ITIL 4 framework, effective incident management ensures service restoration with minimal impact on business operations while capturing data for service improvement (Axelos, 2019).

**Reference**

Axelos. (2019). *ITIL Foundation: ITIL 4 Edition*. TSO (The Stationery Office).