

Incident Report Template

Field	Details
Incident ID	[Auto-generated/Manual ID]
Date & Time	[Date and time of detection]
Reported By	[Reporting individual's role/team]
System Affected	[e.g., VPN, Email, File Server]
Summary of Incident	[Brief description of the issue]
Severity Level	<div><input type="checkbox"/> Low</div> <div><input type="checkbox"/> Moderate</div> <div><input type="checkbox"/> High</div> <div><input type="checkbox"/> Critical</div>
Number of Users Affected	[Estimated number or departments] (Khanduja, 2024).
Initial Action Taken	[Actions taken by Tier 1 or 2]
Escalation Status	[Escalated to Tier 2/3? Yes/No]
Final Resolution Steps	[Fixes implemented, workarounds]
Time to Resolution	[Duration from report to closure]
Post-Incident Review	[Recommendations or notes]

Reference

Khanduja, H. (2024). ROOT CAUSE ANALYSIS AND ITS IMPACT ON

PERFORMANCE MANAGEMENT. *Key Performance Indicators: The Complete Guide to KPIs for Business Success*, 70.

<https://books.google.com/books?hl=en&lr=&id=A1cIEQAAQBAJ&oi=fnd&pg=PA70&dq=This+incident+report+template+documenting+timelines,+diagnoses,+and+prevention+notes,+it+supports+efficient+escalation,+root+cause+analysis,+and+continuous+improvement&ots=ogjphwzvmK&sig=Uvm9x6iiCK5UK3qoAcUgbSnsyz8>