**Incident Report Form – IT Supervisor Toolkit**

**Prepared By:** Krishna Vas Azimera – IT Supervisor  
**Date:** June 22, 2025

| **Field** | **Details** |
| --- | --- |
| **Incident ID** | INC-2025-0622 |
| **Date & Time Reported** | 06/22/2025 – 08:30 AM |
| **Reported By** | Michael Dean – HR Department – mdean@companydomain.com |
| **Incident Summary** | Multiple users reported inability to log in to the internal HR portal. |
| **Systems Affected** | HRIS Web Portal, Active Directory |
| **Impact Level** | Moderate |
| **Users Affected** | Approximately 75 users in HR and Payroll departments |
| **Immediate Actions Taken** | Verified user credentials and AD sync status; restarted HR portal services; informed affected users via Teams. |
| **Escalation Level** | Tier 2 – Infrastructure Support Team |
| **Root Cause Identified** | Active Directory authentication token timeout due to expired security policy |
| **Date/Time Resolved** | 06/22/2025 – 10:15 AM |
| **Downtime Duration** | 1 hour, 45 minutes |
| **Resolution Summary** | Updated group policy object (GPO), reset token service, and restored normal access. |
| **Preventive Actions** | Scheduled weekly AD token sync checks; automated expiration alerts configured. |
| **Incident Owner** | Krishna Vas Azimera – IT Supervisor |