Incident Report Template

1. Incident ID: Auto-ID Generated

2. Date/Time of Report: Exact time the incident was reported

3. Reported By (Department): E.g., Sales, Logistics, Finance

4. Service Affected: e.g., Cloud Sync, CRM, File Server

5. Summary of the Issue: Short explanation of what occurred

6. Scope of Impact: # of users or % affected

7. Severity Level: ☐ Low ☐ Medium ☐ High ☐ Critical

8. Immediate Response Taken: Fixes, checks, and patches applied

9. Escalation History: Tier 2 or Tier 3 involvement & timing

10. Final Resolution: Root cause + action that resolved it

11. Future Preventive Action: Suggestions like patches or alerts

Explanation

The Incident Report Template is an effective tool for clearly and consistently capturing key elements when an IT issue occurs. Everything from what happened, which services were impacted, how many users were affected, and what actions were taken can be covered. Using this specific format for incident reports enables accountability within the team, facilitates quicker root cause analysis, and promotes team coordination when an IT-critical incident occurs (Pennington et al., 2022). By having this in place, the IT team can track patterns of issues to help prevent them from recurring, thereby enabling more valuable operational transparency and driving continuous improvement going forward.

Reference

Pennington, C. V., Bossu, R., Ofli, F., Imran, M., Qazi, U., Roch, J., & Banks, V. J. (2022).

A near-real-time global landslide incident reporting tool demonstrator using social

media and artificial intelligence. *International Journal of Disaster Risk Reduction*, *77*,

103089. https://www.sciencedirect.com/science/article/pii/S2212420922003089