

Incident Report Template

Field	Details
Incident ID	System-generated code
Date & Time Logged	Time of user report
Reporting Department	E.g., Marketing, HR, Production
System/Service Affected	e.g., Shared Drive, Intranet, VPN
Issue Summary	What happened and when
Affected Users	# of users/departments involved
Urgency Rating	<input type="checkbox"/> Low <input type="checkbox"/> Medium <input type="checkbox"/> High <input type="checkbox"/> Emergency
Initial Investigation	What Tier 1/Tier 2 identified
Escalation Steps Taken	Tier 2/3 handoff, time escalated
Resolution Steps	Fixes applied, time of closure
Post-Incident Notes	Lessons learned, steps to avoid recurrence

Through the implementation of the Incident Report Template, the continuity of IT issue documentation, from first aid to advanced support, is maintained. Essential data from the origin of the disturbance to its completion and post-incident review is preserved (Ignaim & Fernandes, 2024). This document serves as an informal tool to facilitate honest communication by documenting observable problem patterns, thereby reducing post-diagnosis issues. It consistently evaluates and adapts performance reviews, thereby increasing response efficiency and directly contributing to an organization's operational foundation and continuous service improvement.

Reference

Ignaim, K. M., & Fernandes, J. M. (2024). Improving Incident Management Processes with Feature Models. *Journal of Cyber Security and Mobility*, 701-724.

<https://journals.riverpublishers.com/index.php/JCSANDM/article/download/24357/20>

[077](#)