

DELIVERABLE #4

Saleem Mohammed

Information Technology Field Experience-EX20

Michael Moifolley

21st June, 2025

Incident Report Form

Incident ID: IT-2025-0061

Date & Time: June 20, 2025 – 10:15 AM

Reported By: James Carter

Department/Team: Marketing

1. Incident Description (What Happened)

There was a reported failure by the user of sending or receiving emails in the company via its Outlook. The problem had started early in the morning, and it was affecting various team members. The Tier 1 troubleshooting failed to solve the problem.

2. People Involved

Name	Role	Contact Info
James Carter	Marketing Specialist	jcarter@company.com
Sarah Nguyen	Helpdesk Agent	snguyen@company.com
Raj Patel	Tier 2 IT Support	rpatel@company.com

3. Impact on Systems/Users

The Marketing department had 12 users who were hit with an email outage. No ability to transmit client messages or to use the shared schedules. The significant influence on everyday work (Kamil, 2024).

4. Response Actions Taken

Tier 1 support characterised one as a verified account, tried to reset, and reviewed server logs. Tier 2 was called after unsuccessful attempts to solve the issue. Tier 2 figured out that an Outlook update was misconfigured, resulting in failure to synchronise and reverted the patching.

5. Resolution Timeline:

Time	Action Taken	Responsible Person
10:15 AM	Ticket created and basic troubleshooting started	Sarah Nguyen
10:45 AM	Issue escalated to Tier 2	Sarah Nguyen
11:10 AM	Root cause identified (Outlook update conflict)	Raj Patel
11:40 AM	Patch rollback and restart initiated	Raj Patel
12:00 PM	Issue confirmed resolved by users	Raj Patel

6. Final Resolution & Current Status:

With the help of patch rollback, it was possible to restore email functionality to all affected users. No other problems noted. Case closed.

Reference

Kamil, M. Z., Khan, F., Amyotte, P., & Ahmed, S. (2024). Multi-source heterogeneous data integration for incident likelihood analysis. *Computers & Chemical Engineering*, 185, 108677.