










Incident Record Sheet			
Unique ID:122025-S1	Date and Time of recording:	01 February 2025	
Method of Notification (i.e. telephone, email, internet):	-Telephone		
Incident Urgency	High 	Medium 	Low 
Incident Impact	High 	Medium 	Low 
Incident Priority	Critical 	High 	Medium 
Service Desk Officer	-System Administrators; Mr. Yusuph Shitenge		
Caller / User Contact	-MRD Walkie-Talkie		
Call back Method	-ICT Walkie-Talkie		
Description of Symptoms	-There was problem with Sponsor Template expired, so affect Paatient Registration and Billing		
Root cause	-Sponsor Template expired in HIMS		
Affected users, Locations, and/or business areas	-General reception, Revenue		
Affected Services	-NHIF patients' Registration and billing		
Incident Priority:			
Links to related incident records:	-Null		
Resolution Process:	-Communication Sanharab team to extend sponsor template period to 1 year		

Preventive Measures;	<i>-Documentation of the problem for reference which will aid quick abnormal events identification and organised response.</i>	
IT Staff Name: Mr. Yusuph Shitenge	Resolution Date <i>1/2/2025 at 6: 00 am</i>	Signature: <i>y.shitenge</i>