

Incident Report Template

Field	Details
Incident Number	Auto-generated ID
Time of Occurrence	e.g., 11:20 AM, June 14, 2025
Affected System/Service	e.g., Remote Desktop, CRM, File Server
Who Reported It	Department, e.g., Customer Support Team
Impact on Users	Extent of disruption, e.g., 8 users offline
Severity Level	<input type="checkbox"/> Low <input type="checkbox"/> Medium <input type="checkbox"/> High <input type="checkbox"/> Critical
Initial Diagnosis	Tier 1 findings, system logs, error codes
Escalation Timeline	Timestamps and tiers involved
Resolution Provided	Final fix and verification details
Post Recommendations	Suggested preventive actions or updates

The Incident Report Template is a standardized form designed to consistently document the significant details of an IT-related problem or outage. The template is designed to gather key information, including the outage time, the system being affected, the reporter, the risk and impact level, troubleshooting steps, and the resolution of the issue. The benefit of using the template is that the documentation is consistent, making it easier to conduct root cause analysis, especially for Tier 2 and above. The report is helpful for those involved in the problem to communicate and also track escalation and post-incident recommendations (Angelina & Fianty, 2024). The report is valuable in justifying the depth of the investigations and also helpful in proving that the required solution has been implemented to prevent this problem from recurring.

Reference

- Angelina, A., & Fianty, M. (2024). Capability level assessments of information security controls: An empirical analysis of practitioners assessment capabilities. *G-Tech: Jurnal Teknologi Terapan*, 8(1), 91-103.
- <https://ejournal.uniramalang.ac.id/index.php/g-tech/article/view/3509>