

INCIDENT RESPONSE TEMPLATE

Dear **[organization]**,

At **[time of discovery]**, we discovered our company suffered **[IN-DEPTH summary of incident]**

“””

“””

“””

“””

During the incident, the following negative consequences were caused for our company:

“”

“”

Following is an in-depth timeline of the events:

- **[start time]**: time the [incident] is believed to have started
- **[time]**: the **[incident]** is noticed by **[name]**
- **[time]**: (noteworthy event; this includes servers going down, attempts to diagnose/solve the problem, further complications, incident resolution, etc.)
- (repeat above until all relevant information is stated)

As a result of **[incident]**, the network has suffered **[problems]** affecting **[scope]**. We plan that **[remedial actions]** be taken in the meantime to expedite the process of fixing these problems. In the future, we will **[lesson learned]** in order to reduce the risk of this happening again.