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| Asset Management company | Normal |

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| Incident Report |

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| Organization | Business IT |
| Department | Asset Advisory |

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| Initial Incident Details | | | |
| Incident Reported By | ABC | Incident Received By | XYZ |
| Incident Date | 4th June 2022 | IT service Disturbed | Sales Portal Application |

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| Incident Desecration |
| User has been reported Sale portal application running very slow and some time getting errors message Exception: java.lang.OutOfMemoryError thrown. |

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| Business Impact |
| User can not book the business and it is creating financial loss to the organization. |

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| Corrective Actions Taken |
| IT Department (Production Support Team) has taken the issue on highest priority and start the triaging the issue.   1. Started the looking production log for the issue. 2. Find the issue and provide the fix (Please **see the zip code for more detail about issue and fix**) 3. Build the application and deployed the code on production. 4. Unlock the business to continue their work. 5. Started root cause analysis to avoid same kind issue corrected again. |