**Incident Report Template**

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| **Incident ID** | **[Auto-generated]** |
| **Date/Time** | [MM/DD/YYYY – HH:MM AM/PM] |
| **Reported By** | [Name, Department, Contact] |
| **Issue Summary** | [Brief description of the problem] |
| **Systems/Users Affected** | [List of affected systems or user groups] |
| **Incident Category** | [Outage, Security Breach, Access Issue, etc.] (Wang et al., 2021). |
| **Initial Response Time** | [Time when response began] |
| **Resolution Actions Taken** | [Step-by-step actions] |
| **Escalation Required?** | [Yes/No – If yes, specify tier or team] |
| **Root Cause Identified** | [Yes/No – Provide summary if applicable] |
| **Resolution Time/Date** | [MM/DD/YYYY – HH:MM AM/PM] |
| **Follow-Up Required** | [Yes/No – Specify if user training or patching is needed] |
| **Prepared By** | [Technician Name] |
| **Approved By** | [Supervisor Name] |

**Reference**

Wang, S. V., Pinheiro, S., Hua, W., Arlett, P., Uyama, Y., Berlin, J. A., ... & Schneeweiss, S. (2021). STaRT-RWE: structured template for planning and reporting on the implementation of real world evidence studies. *Bmj*, *372*. <https://www.bmj.com/content/372/bmj.m4856.short>