

Computer Laboratory ITIS Giordani Caserta Incident Log

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1 Brief description

In this part of the document, it is explained briefly what happened, why it happened, how many problems and errors it caused on the setups in the Lab.

1.1 Root Cause

This section goes more in depth on the description of the reason why the incident has happened. Where did the teacher or the class assistant fail and essentially gives a hint to reduce the likelihood for that particular incident to happen again

1.1.1 Corrective and Preventive measures

This is where it is explained deeply how the right behaviour needs to look like in order to lower the risk to face the same incident again. It is essentially a list of best practices to follow to face the particular incident taken in exam. These best practices have been designed after reading the Root Cause with careful consideration

2 Timeline

This section is meant to show when every single event happened as well as the actions taken to solve it, how long did it take to fix it and how many technical class assistant did we need in order to fix it promptly.

2.1 Resolution and recovery

This section goes more in depth about the set of actions to take to deal with every single event related to the incident providing a deeper description of the procedure followed to face the single event

3 Evidences

This section includes pictures, audio recordings and any media like videos related to the incident that we have been given permission to include in the file

There is no limit to the size of pictures to make sure we can address as many details as we possibly can like in the example:



4 Financial Impact

This section lists the expenses (if there are any) that could not be controlled due to the incident, drafting a hint of plan to try to recover the costs in the shorter future possible

5 Psychological Impact

This section covers the psychological impact on students who were present where the incident has happend. How do they feel, is there anything we have to do for them to make them feel safe and protected in school, how much do

they feel they can trust teachers and technical laboratory assistants who are in charge at the time of writing and responsible for the whole building, and adds as well telephone contact and email belonging to teachers and assistants present at the time of the incident.

5.1 Financial Recovery Plan

This is where the Financial recovery plan is explained (if needed). It contains the strategy to manage to stay in budget over a limited amount of time