**Incident Name: Incident Number:**

**{Incident.Name}**

{Incident.Incident\_ID}

{Incident.Report Owner}

**Report Owner: Platform(s) Affected:**

**{#products}**{platform} **{/products}**

**{#products}**{shortName} **{/products}**

**Date: Product(s) Affected:**

{Incident.Start Date}

**Incident Severity: (High, Medium and Low)**

HIGH

{Incident.Outage}

**Incident Duration: (Minutes of Customer Impact)**

|  |
| --- |
| **Incident Summary: (Summarize the Incident in Business Terms)** |
| {Incident.Summary} |

|  |
| --- |
| **Incident Description: (Describe the Incident in Technical Terms)** |
| {Incident.Description} |

|  |
| --- |
| **Customer Impact: (Describe the Incident Impact to DealerTrack Customers)** |
| {Incident.Customer Impact} |

|  |  |  |
| --- | --- | --- |
| **Incident Timeline: (Actions Taken, XMatters Communications and Severity Changes)**  Start Time:{Incident.Start Time}  End Time:{Incident.End Time}  Time Action  {#chronologies}   |  |  | | --- | --- | | {dateTime} | {description} |   {/chronologies} |

|  |
| --- |
| **Corrective Actions Taken:** |
| **Issue:** {Incident.Issue}  **Immediate Corrective Action:**  {Incident.CorrectiveAction}  **Other actions taken:**  {#relatedActions}   * {name}   {/relatedActions} |

|  |
| --- |
| **Further Action Items:** |
| Description Due Date  {#resolutions}   |  |  | | --- | --- | | {description} | {estCompletionDate} |   {/resolutions} |