**Incident Report Template**

**Title:** *IT Incident Report Form*  
**Prepared by:** Govardhan Rao Ratnapuram  
**Department:** Information Technology – Escalation & Response Unit  
**Date:** June 22, 2025

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| Field | Details |
| Incident ID | INC-2025-047 |
| Date/Time Reported | June 22, 2025 – 9:35 AM |
| Reported By | Maria Thompson / Sales Department / maria.t@company.com |
| Incident Summary | Temporary outage of Microsoft Outlook affecting internal and external email delivery |
| Systems Affected | Microsoft Exchange, Outlook Mail Client |
| Users Affected | Sales Team – 12 users unable to send/receive emails or access shared inbox folders |
| Initial Diagnosis | Exchange server queue backlog observed; SMTP service delayed due to disk space threshold breach |
| Actions Taken | 9:45 AM – Cleared mail queues; 10:00 AM – Restarted transport services; 10:30 AM – Monitored logs |
| Resolution Time | 1 hour 10 minutes – Full resolution confirmed at 10:45 AM |
| Escalation Info | Yes – Escalated to Tier 2 Email Administrator at 10:00 AM |
| Root Cause Analysis | System log review showed log files exceeded disk quota due to recent patch installation logs not rotating as scheduled |
| Final Status | Resolved – Services operational and system under post-incident monitoring |
| Report Completed By | Govardhan Rao Ratnapuram |

**Professional Context and Importance**

This structured incident report embodies the fundamentals of effective IT response—prompt detection, clear escalation, detailed resolution, and root cause analysis—serving as a critical resource for SLA tracking, audit readiness, and continuous improvement (SANS Institute, 2021).

**References**

SANS Institute. (2021). *Incident Handler’s Handbook*. <https://www.sans.org/white-papers/incident-handlers-handbook/>