

Incident Report Template

Field	Details
Incident Reference No.	[Auto-generated ID]
Date/Time Logged	[Date and time of first report]
Department Reporting	[Department name, e.g., HR, Finance]
Affected Service/Tool	[Wi-Fi, Email, Server, etc.]
Issue Description	[What occurred, how it was detected]
User/System Impact	[Who/how many were affected and how]
Severity Rating	<input type="checkbox"/> Low <input type="checkbox"/> Medium <input type="checkbox"/> High <input type="checkbox"/> Critical
Action Taken	[Initial steps taken by support team]
Escalation Details	[Tier levels and time escalated]
Resolution Summary	[What fixed the problem and when]
Preventive Suggestions	[How to prevent recurrence in future]

The Incident Report Template is a valuable tool for systematically documenting and managing technical issues. The template comprises essential information such as a description of the issue, impacted services, effect, significance, response taken, and timeline to resolution. The chosen template's format ensures that every relevant phase of the incident is comprehensively documented. With the first-tier support accessing the template, support tiers can be expedited and more accessible. The template facilitates the analysis of various types of issues and dependencies between departments (Somanathan, 2021). By using the template, you can ensure that the identified issues are addressed, preventing technical incidents from recurring. By utilizing the template, you will encourage a culture and recognition of continuous improvement within the organization.

Reference

Somanathan, S. (2021). A Study on Integrated Approaches in Cybersecurity Incident

Response: A Project Management Perspective. *Webology* (ISSN: 1735-188X), 18(5).

<https://www.researchgate.net/profile/Sureshkumar->

[Somanathan/publication/385009638_A_Study_On_Integrated_Approaches_In_Cyber](https://www.researchgate.net/publication/385009638_A_Study_On_Integrated_Approaches_In_Cyber)

[security_Incident_Response_A_Project_Management_Perspective/links/672026d7edb](https://www.researchgate.net/publication/385009638_A_Study_On_Integrated_Approaches_In_Cyber)

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[Response-A-Project-Management-Perspective.pdf](https://www.researchgate.net/publication/385009638_A_Study_On_Integrated_Approaches_In_Cyber)