

Outage Incident Report

To: Click [here](#) and type name(s)
From: Click [here](#) and type name(s)
CC: Click [here](#) and type name(s)
Date: January 5, 2006
Re: Click [here](#) and type a descriptive subject for the incident

Overall Incident Statistics:

Start Date/Time:	When did this problem begin? (date and time)
End Date/Time:	When did this problem officially end? (date and time)
Overall Duration:	What was the overall duration of the outage or degraded service?
Total Affected User Count and Groups:	What was the total number of users affected, and which user groups were impacted by the outage or service degradation?

Incident Overview:

Type a brief description of the service outage/degradation problem here.

Example: The database server crashed...

Incident Detail:

Type a detailed, chronological account of the problem that was experienced. Be sure to include as much information from all the parties that participated as possible.

Example: At 4:15pm, the primary database for the website went off-line, preventing new users from logging on to the website, or changing any of their profile information. The server had to be rebooted several times to uninstall some apps and bring it back online...

Reasons For Incident:

Please provide the primary factors which caused this incident to occur.

Example: The antivirus application which was installed on the database server, was not configured to exclude the database files, and caused them to lock while the database was in the process of accessing them...

Short-Term Resolution Implemented:

Please elaborate on the process which was used to remediate the outage condition and restore the service to a working state.

Example: The antivirus application was uninstalled from the database server...

Recommended Long-Term Resolution:

Please indicate what (additional) measures can and should be taken, or at least considered, to prevent this issue from recurring.

Example: The AV template should be configured to exclude all database folders on the various database servers. Additionally, the DB servers should use consistent drive letter assignments to facilitate configuration across multiple boxes...

Additional Systems Which Might Also Be Affected:

Please indicate which other systems or services should be checked for this, or a similar, issue.

Example: The Exchange servers should be checked to ensure that their databases are not scanned at the file level...

Miscellaneous Information or Diagnostics Details:

Please use this space to provide any additional details that might be pertinent to the issue.

Example: System or Application Logs, or Diagnostics Reports, or Debug Code, etc...