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It's valuable to know about changes in urgency and what provoked them.

Relevant facts include any reclassifications of problem severity, or the addition of new responders.

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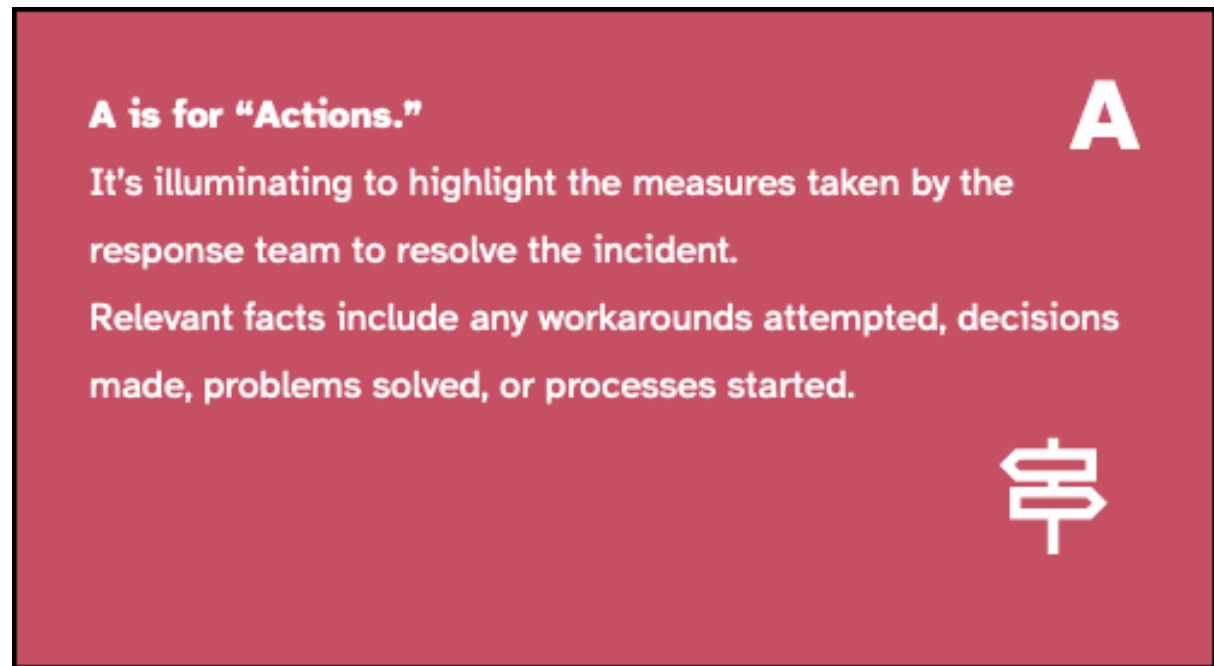


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**A is for “Actions.”**

It’s illuminating to highlight the measures taken by the response team to resolve the incident.


Relevant facts include any workarounds attempted, decisions made, problems solved, or processes started.


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**R is for “Resolution.”**

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