

# IT Incident Report Template

This template is a guide for writing an IT incident report. It helps in documenting any incidents in the IT department, including the details of the incident, the cause, the response, and the lessons learned. It's crucial for maintaining a record of all IT incidents and for identifying trends or patterns that can help in preventing future incidents.

## Incident Details

This section should include:

- Date and time of the incident
- User or system affected
- Description of the incident
- Severity of the incident

## Cause and Impact

This section should describe what caused the incident and the impact it had on the IT services or system.

## Response and Resolution

This section covers how the incident was handled, steps taken to resolve it, and how long it took to get the system or services back to normal.

## Lessons Learned

This part is for reflection on what the team learned from the incident. It could be about how to prevent the incident from happening again or improving the response time or process.

## Recommendations

This section should include any suggestions or recommendations for improving the system's robustness or the team's response to incidents.

