

Incident Summary

Last updated by | Shawn Schoenrock | Aug 23, 2023 at 8:50 AM PDT

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What happened

1. Enter the detection method

What happened

Detection Method

Describe this incident

Impact + Add

No impact detected

Unknown

Customer

Employee

Monitor

Other

Unknown

2. Add the incident description

What happened

Detection Method Unknown

Describe this incident in more detail...

Detection Method

Customer Impact

3. Declare customer impact

Impact + Add

No impact detected

Note: Once an impact is declared, it important to be sure to go back and close out the customer impact to accurately reflect the impact duration.

Impact

From Aug 23 2023 07:53 AM

Customers unable to login

Cancel Save

Why it happened

4. Once root cause is determined, add a description including contributing factors.

Why it happened

Add details on the root cause, contributing factors...