

SSC Incident Management Specification

SSC故障管理规范

故障标题 Title	Incident Report for XX xx的故障报告	
故障等级Severity	待定 To be determined	
故障时间 Duration	发现时间 Time of Identifying the incident	
	恢复时间Time for recovery	
	故障历时Duration	
责任主体 PIC		
故障描述 Description	// 描述具体的事故 Describe the specific incident	
影响评估	// 描述影响范围，用户、订单、金额等方面，要有具体的数字	
Impact Evaluation	Describe the scope of impact, users, orders, amounts, etc., with specific numbers	
处理过程 Processing Procedure	// 按照时间线描述问题 Describe the issue according to the timeline 1. 2.	
原因分析 Cause Analysis	// 描述问题的描述 Describe the issue	
改进方案 Solutions for Improvements	<ul style="list-style-type: none">改进方案事项列表需要包含改进事项，时间点，责任人多从系统角度考虑改进，其次才是流程The item list needs to include improvement items, time points, and PICs To improve from a system perspective, followed by improving the processes	