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 Impact Evaluation	// 描述影响范围，用户、订单、金额等方面，要有具体的数字 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	• 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