



**Major Incident Report**

| **General Information** | |
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| **Incident Summary:** | - Request for a new service  - Test before Demonstration to Clients |
| **Business Impact (Description)** | Intermediate |
| **Impacted Location(s)/ Sites:** | ABC |
| **Impacted Clients:** | XYZ |
| **Impacted Applications/ Services:** | VPN |
| **No. of users Impacted** | 100 |
| **Issue reported By:** | Janice Twiet |
| **Incident Ticket Reference:** | INC0010214 |
| **Incident Priority :** | P1 |
| **Vendor Name / Ticket Ref:** | NA |
| **Problem ref no:** | NA |
| **Incident Start Date/ Time:** | 03-Jun-2022 11:08 |
| **Date / Time (MIM Engaged):** | 03-Jun-2022 11:18 |
| **Major Incident Manager:** | MIM Mgr 1 |
| **Support Teams involved:** | Network |
| **Workaround:** | (To be determind) |
| **Change Related / Ref:** | (To be determind) |
| **Reason for Outage (RFO):** | (To be determind) |
| **Actual Resolution Time:** | 03-Jun-2022 11:35 |
| **Outage Duration:** | (To be determind) |
| **Observation/Notes:** | Observed facts. |

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| **Recovery Actions Summary** |
| This section should contain:   * Description of actions taken to resolve Major Incident * Suspected Cause description if known during Major Incident investigation * Workaround/solution description * Things which were done correctly (process/ people/ partners/ & product - technical aspects) * Things which went wrong (process/ people/ partners/ & product - technical aspects) * Lessons learnt |

| **Observations & Learnings** | | | | | |
| --- | --- | --- | --- | --- | --- |
| # | Select RC Category | Select RC  Sub-Category | Description | Owner | Task Ref |
| 1 |  |  |  |  |  |
| 2 |  |  |  |  |  |
| 3 |  |  |  |  |  |
| 4 |  |  |  |  |  |
| 5 |  |  |  |  |  |

| **Sequence of Significant Events** |
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| **Incident Reported** | 03-Jun-2022 11:08 | **MIM Notified** | 03-Jun-2022 11:18 | **Incident Resolved** | 03-Jun-2022 11:35 |
| --- | --- | --- | --- | --- | --- |
| **Date & Time** | **Description** | | | | **Responsible Team & Name** |
| 03-Jun-2022 11:13 | Bridge created for communication | | | | MIM Team - MIM Mgr 1 |
| 03-Jun-2022 11:25 | Working on XYZ....Testing.... | | | | MIM Team - MIM Mgr 1 |
| 03-Jun-2022 11:36 | Incident is resolved. | | | | MIM Team - MIM Mgr 1 |

| **Document Signoffs** | | | | |
| --- | --- | --- | --- | --- |
| Area | Role | Name | Comments | Date |
| Database | Operations/ Team Lead |  |  |  |
| Management | Process / Delivery Head |  |  |  |
| Etc.. |  |  |  |  |