



**Major Incident Report [MIR] Template**

<Project Name>

<Project Id>

Document Version / Details : <ver no. / Date>

| **General Information** | |
| --- | --- |
| **Incident Summary:** | - Outlook issues observed in Berlin, Connecticut.  - Multiple users from multiple sites have reported that they are unable to send/receive email. |
| **Business Impact (Description)** | (Impact Assessment is in progress.) |
| **Impacted Location(s)/ Sites:** | Berlin |
| **Impacted Clients:** | Chevron |
| **Impacted Applications/ Services:** | O365 |
| **No. of users Impacted** | 300 |
| **Issue reported By:** | Service Desk |
| **Incident Ticket Reference:** | INC0010186 |
| **Incident Priority :** | P1 |
| **Vendor Name / Ticket Ref:** | NA |
| **Problem ref no:** | NA |
| **Incident Start Date/ Time:** | 28-Jan-2022 16:35 |
| **Date / Time (MIM Engaged):** | 28-Jan-2022 16:45 |
| **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:** | (To be determind) |
| **Outage Duration:** | (To be determind) |
| **Observation/Notes:** |  |

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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** |
| --- |

| **Incident Reported** | 28-Jan-2022 16:35 | **MIM Notified** | 28-Jan-2022 16:45 | **Incident Resolved** | (To be determind) |
| --- | --- | --- | --- | --- | --- |
| **Date & Time** | **Description** | | | | **Responsible Team & Name** |
| 28-Jan-2022 16:32 | MIM started the bridge call for further investigation. Unix and Wintel joined the bridge to perform further investigation on this issue. | | | | MIM Team - MIM Mgr 1 |
| 28-Jan-2022 16:41 | Workaround provided | | | | MIM Team - MIM Mgr 1 |

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