



**Major Incident Report [MIR] Template**

<Project Name>

<Project Id>

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

| **General Information** | |
| --- | --- |
| **Incident Summary:** | - Issue with web page  - Web pages not loading. Showing 404 not found error. |
| **Business Impact (Description)** | Impact assessment is in progress. |
| **Impacted Location(s)/ Sites:** | Oslo |
| **Impacted Clients:** | Chevron |
| **Impacted Applications/ Services:** | Chrome, Network |
| **No. of users Impacted** | 150 |
| **Issue reported By:** | Andrew Jackson |
| **Incident Ticket Reference:** | INC0010182 |
| **Incident Priority :** | P2 |
| **Vendor Name / Ticket Ref:** | NA |
| **Problem ref no:** | PRB0001000 |
| **Incident Start Date/ Time:** | 11-Jan-2022 08:52 |
| **Date / Time (MIM Engaged):** | 11-Jan-2022 09:02 |
| **Major Incident Manager:** | MIM Mgr 2 |
| **Support Teams involved:** | Network, Applications |
| **Workaround:** | (To Be Determined) |
| **Change Related / Ref:** | (To Be Determined) |
| **Reason for Outage (RFO):** | To be determined |
| **Actual Resolution Time:** | To be determined |
| **Outage Duration:** | To be determined |
| **Observation/Notes:** |  |

|  |
| --- |
| **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** | 11-Jan-2022 08:52 | **MIM Notified** | 11-Jan-2022 09:02 | **Incident Resolved** | To be determined |
| --- | --- | --- | --- | --- | --- |
| **Date & Time** | **Description** | | | | **Responsible Team & Name** |
| 11-Jan-2022 08:59 | 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 2 |
| 11-Jan-2022 09:05 | Workaround provided ... | | | | MIM Team - MIM Mgr 2 |
| 12-Jan-2022 12:14 | Firewall issues found in the server hosting the website. | | | | MIM Team - MIM Mgr 2 |
| 20-Jan-2022 10:07 | Awaiting evidence .... | | | | MIM Team - MIM Mgr 2 |

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