



**Major Incident Report**

| **General Information** | |
| --- | --- |
| **Incident Summary:** | - «incident\_summary»  - «incident\_description» |
| **Business Impact (Description)** | «business\_impact» |
| **Impacted Location(s)/ Sites:** | «impacted\_sites» |
| **Impacted Clients:** | «impacted\_clients» |
| **Impacted Applications/ Services:** | «impacted\_apps» |
| **No. of users Impacted** | «no\_of\_users\_impacted» |
| **Issue reported By:** | «issue\_reported\_by» |
| **Incident Ticket Reference:** | «incident\_reference» |
| **Incident Priority :** | «incident\_priority» |
| **Vendor Name / Ticket Ref:** | «vendor» |
| **Problem ref no:** | «problem\_ref» |
| **Incident Start Date/ Time:** | «incident\_start» |
| **Date / Time (MIM Engaged):** | «mim\_engaged» |
| **Major Incident Manager:** | «mi\_manager» |
| **Support Teams involved:** | «support\_teams» |
| **Workaround:** | «workaround» |
| **Change Related / Ref:** | «change\_related» |
| **Reason for Outage (RFO):** | «rfo» |
| **Actual Resolution Time:** | «resolution\_time» |
| **Outage Duration:** | «outage\_duration» |
| **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** | «incident\_start» | **MIM Notified** | «mim\_engaged» | **Incident Resolved** | «resolution\_time» |
| --- | --- | --- | --- | --- | --- |
| **Date & Time** | **Description** | | | | **Responsible Team & Name** |
| «date\_time» | «description» | | | | MIM Team - «manager» |

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