[Company name]

How to use this document: delete this paragraph before saving, sharing, or circulating it. Every part shown in blue is yours to replace: type your own details over each blue [field] until no blue remains. Add or remove table rows to fit your needs. Then select all (Ctrl+A) and set the font colour to the same dark colour throughout. What is left is your finished document.

IT Incident Report Form

The factual record of one incident: what happened, who was affected, what fixed it, and what happens next.

1. Incident details

Incident reference number	[Incident reference number]
Title of this incident	[Title of this incident]
Date and time the incident started	[Date and time the incident started]
Date and time the incident was detected	[Date and time the incident was detected]
Date and time service was restored	[Date and time service was restored]
Person reporting this incident	[Full name of the person reporting this incident]
Incident lead	[Full name of the incident lead]
Severity of this incident	[Severity of this incident, with the meaning of that level]
Status of this incident	[Status of this incident: open, contained, resolved, or closed]

2. Summary

[Summary of this incident in two or three sentences: what stopped working, for whom, and for how long.]

3. Impact

Systems and services affected	[List of the systems and services affected]
Users or locations affected	[Description of the users or locations affected]
Number of users affected	[Number of users affected, or confirmation that the number is not yet known]
Business effect of this incident	[Description of the business effect of this incident]
Data lost or exposed	[Confirmation of whether data was lost or exposed, and how that is known]

4. Timeline

Record events in time order, using one time zone throughout, stated here: [Time zone used in this timeline]. Add or remove rows as needed.

[Company name]

Date and time	Event, action, or decision	Person responsible	Evidence or reference

5. Cause

[Confirmed cause of this incident, or confirmation that the cause is not yet known.]

[Contributing factors that made this incident more likely or more severe.]

[Questions still open about the cause, and who is pursuing each one.]

6. Response and resolution

[Immediate actions taken to contain this incident and limit its impact.]

[Fix that restored service, and anything that is still temporary rather than permanent.]

[Workaround given to affected users while service was unavailable.]

7. Evidence preserved

[Location where logs, screenshots, and other evidence for this incident are stored.]

[Reference numbers for any related tickets, alerts, or monitoring records.]

8. Follow-up actions

Each action needs an owner and a due date. Add or remove rows as needed.

Follow-up action	Owner of this action	Due date for this action	Status of this action

9. Lessons and prevention

[Lesson learned from this incident.]

[Change that will prevent a repeat, or reduce its impact, and the action number it relates to in section 8.]

10. Sign-off

Incident lead name	[Full name of the incident lead]
Reviewer name	[Full name of the reviewer]
Incident lead signature	[Signature of the incident lead]
Reviewer signature	[Signature of the reviewer]
Date of sign-off	[Date of sign-off]