***Template Usage Guidelines***

***The text mentioned below is to be used as a reference guide while completing this document. Remove this section/page after completing/before-publishing this document.***

1. *The dark blue text represents help/instructional text in the template – please remove it from the final version and/or before publishing the document.*
2. *This template is for documenting any Post Incident Report information.*
3. *Fill in Sections with relevant information for the document created.*
4. *Feel free to creation additional actions.*

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| Report Guidelines:* Publish report post incident
* Circulate to management
* Follow up actions/preventative measures (SIP)
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# Post Incident Review

| Customer: |  |
| --- | --- |

| Ticket Reference: |  |
| --- | --- |
|  |  |
| Distribution: |  |

| Report completed by: |  |
| --- | --- |

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| --- |
| 1. Time Started |
| Date: |  | Time: |  |

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| --- |
| 2. Time Finished |
| Date: |  | Time: |  |

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| 3. Escalation/Communication Process Invoked |
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| 4. Root Cause of The Incident  |
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| 5. Impact |
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| 6. Corrective Action Taken to Restore Services |
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| 7. Outcome and Actions  |
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| 8. Customer Questions  |
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