**Incident Record**

**Purpose**

An incident record serves several important purposes:

1. **Documentation:** It provides a detailed account of an incident, including what happened, when it occurred, who was involved, and any actions taken in response.
2. **Analysis:** Incident records can be analyzed to identify patterns or trends, helping organizations understand root causes, contributing factors, and response actions.
3. **Accountability:** They establish a record of responsibility for managing and resolving incidents, ensuring that appropriate actions are taken by the responsible parties.  Incident records can also document compliance with internal policies, regulatory requirements, and SLAs.
4. **Communication:** Incident records facilitate communication among stakeholders, including those directly involved in responding to the incident and others who may need to be informed or consulted, such as management, users, and external partners.
5. **Learning and Improvement:** By documenting incidents and their resolutions, organizations can learn from past experiences and continually improve their incident response capabilities – enhancing their resilience and preparedness for future incidents.

**Guidance for Usage**

For guidance on how to use this template please refer to the ITIL4 Incident Management Official Practice Guide and the **ITIL 4 Template Guide** which explains the value and importance of customization for your own organizational context.

**[Organization Name]**

**Incident Record**

[Filename & version]

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| **1. Initial Incident Information** |
| **Reported By**  |  |
| **Report Date**  |  |
| **Impact Severity**  |  |
| **Assigned To** |  |
| **Service(s) Impacted** |  |
| **Incident Priority** |  |
| **2. Detailed Incident Information** |
| **Incident Date** | **Incident Time** | **Incident Number** | **Incident Category** |
|  |  |  |  |
| **Closure Date** |  **Closure Time** | **Was the SLA Breached?** | **Duration of Interruption** |
|  |  |  |  |
| **Incident description** |
|  |
| **Business Impact** |  |
| **Incident Resolution | Corrective Actions Taken | Follow-Up Actions Required** |  |
| **Closure Notes | Lessons Learned** |  |
| **Knowledge Attachments, References, Screenshots, Logs, Relevant Documents** |  |
| **3. Authorization** |
| **Authorized By** | **Date/Time** | **Role** | **Signature** |
|  |  |  |  |