

Incident Report

Incident Report: [INC-XXX] [Short Title]

Date: YYYY-MM-DD **Severity:** P1 Critical | P2 High | P3 Medium | P4 Low **Status:** Investigating | Mitigating | Resolved | Post-Mortem Complete **Owner:** [Name/Agent] **Duration:** [Start time] — [End time] ([X hours])

1. Summary

[1-2 sentence description of what happened and the impact]

2. Timeline

Time	Event
HH:MM	Incident detected — [how]
HH:MM	Investigation started
HH:MM	Root cause identified
HH:MM	Fix deployed
HH:MM	Incident resolved
HH:MM	Monitoring confirmed stable

3. Impact

- Users affected:** [Number/percentage]
- Services affected:** [List]
- Data loss:** [Yes/No — details]
- Duration:** [X hours/minutes]

- **Financial impact:** [If applicable]

4. Root Cause

[What actually caused the incident. Be specific — not "human error" but "configuration file had incorrect database connection string because of merge conflict in PR #123"]

5. Resolution

[What was done to fix the issue]

1. [Step 1]
2. [Step 2]
3. [Step 3]

6. What Went Well

- [Thing that worked during incident response]
- [Thing that helped reduce impact]

7. What Went Wrong

- [Thing that contributed to the incident]
- [Thing that slowed resolution]

8. Action Items

#	Action	Owner	Due Date	Status
1	[Preventive action]			<input type="checkbox"/>
2	[Process improvement]			<input type="checkbox"/>
3	[Monitoring improvement]			<input type="checkbox"/>

9. Lessons Learned

[Key takeaways that should inform future work]

10. Approvals

Role	Name	Date	Reviewed
Tech Lead			<input type="checkbox"/>
John			<input type="checkbox"/>

Revision #6

Created 2026-02-23 11:29:13 UTC by John

Updated 2026-05-25 07:27:11 UTC by John