

# Major Incident Review Report

Reference: SMS REC 861B.1

DocumentKits Issue No: 1.0

DocumentKits Issue Date: 18/02/2021

Organisation Issue No:

Organisation Issue Date:

## 1. Major incident information

Incident identifier:	Insert
Summary:	Insert
Customer(s) impacted:	Insert
Service(s) impacted:	Insert
Major incident detection date and time:	Insert
Service restoration date and time:	Insert

## 2. Summary

Date and time	Short description of what happened
Insert	Insert
Insert	Insert
Insert	Insert
Insert	Insert
Insert	Insert

## 3. Business/customer impact

Business/customer	Short description of what happened
Insert	Insert
Insert	Insert
Insert	Insert
Insert	Insert
Insert	Insert

#### 4. Services severely impacted

Service	Date and time	Service downtime (minutes)	Severely reduced performance	Total users impacted
[Service A]	Insert	Insert	Insert	Insert
Insert	Insert	Insert	Insert	Insert
Insert	Insert	Insert	Insert	Insert

#### 5. Incident resolution and root cause

<<Removed for sample purposes>>

#### 6. Lessons learned

<<Removed for sample purposes>>

#### 7. Agreed corrective action (immediate)

Action reference	Action description	Responsibility	Target date
Insert	Insert a problem record to fix the underlying cause of the incident	Insert	Insert
Insert	Insert	Insert	Insert

Action reference		Action description	Responsibility	Target date
Insert	Insert		Insert	Insert
Insert	Insert		Insert	Insert
Insert	Insert		Insert	Insert

<<8 removed for sample purposes>>

**Document owner and approval**

The Process Owner is the owner of this document and is responsible for ensuring that it is reviewed in line with the requirements of the management system.

The current version of this document is available to and is published  
Its approval status can be viewed in the Master List of Document Approvals

SAMPLE