**UniQuE**

Incident Investigation And Resolution Report

(Engagement Name and Id)

(Client)

**Document History**

|  |  |  |  |
| --- | --- | --- | --- |
| Version | Date | Author | Changes |
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**Review And Approval**

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| --- | --- | --- | --- | --- |
| Company | Role | Name | Date | Signature |
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**Distribution**

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| --- | --- | --- | --- | --- |
| Company | Name | Number | Media | Action |
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**Storage**

|  |  |  |
| --- | --- | --- |
| Location | Access | Administrator |
|  |  |  |
|  |  |  |

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Template Version Number: Group Reference v1.1

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# Incident Details

|  |  |  |
| --- | --- | --- |
| **Incident Title** | | |
|  | | |
| **EARS/ITSM Call Reference** | **Client Call Reference** | **Application** |
|  |  |  |
| **Impact / Priority** | **Category of Incident** | **Business Process** |
|  |  |  |
| **Outage** | **Report – Issue Date** | **Report - Author** |
|  | dd/mm/yyyy |  |

# Incident Description

# Root Cause Analysis

# Solution / Work Around Proposed

# Solution Applied (if different to above)

# Any Outstanding Actions to be Completed

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Any outstanding Actions to be completed** | | | | | |
| **SL No** | **Team Name** | **Key Contact** | **Action Item** | **Status** | **Comments** |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |