**UniQuE**

Major Incident Report

(Engagement Name and Id)

(Client)

**Document History**

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| --- | --- | --- | --- |
| 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**

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| Location | Access | Administrator |
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Template Version Number: Group Reference v1.1

**Table Of Contents**

[1. Major Incident Overview 4](#_Toc515544047)

[1.1. Major Incident Details 4](#_Toc515544048)

[1.2. Major Incident Description 4](#_Toc515544049)

[2. Impact 5](#_Toc515544050)

[2.1. Location Impacted 5](#_Toc515544051)

[2.2. Services And Functions Impacted 5](#_Toc515544052)

[2.3. Business Impact 5](#_Toc515544053)

[3. Major Incident Impact Analysis Log 6](#_Toc515544054)

[4. Major Incident Recovery Teams 7](#_Toc515544055)

[5. Background or Order of Events: 8](#_Toc515544056)

[6. Compliance to Incident Management Process: 9](#_Toc515544057)

[7. Root Cause Analysis: 10](#_Toc515544058)

[8. Solutions: 11](#_Toc515544059)

[8.1. Work Around 11](#_Toc515544060)

[8.2. Permanent Solution 11](#_Toc515544061)

[9. Recovery Plan 12](#_Toc515544062)

# Major Incident Overview

## Major Incident Details

|  |  |  |
| --- | --- | --- |
| **Major Incident ID** | **Start date / time** | **Number of related Incidents** |
|  | dd/mm/yyyy |  |
| **Priority** | **Category of Incident** | **Impacted user group(s) / department(s)** |
|  |  |  |
|  | **Related Problem Ticket Reference** |  |
|  |  |  |

## Major Incident Description

# Major Incident Impact Analysis

## Locations Impacted

## Services And Functions Impacted

## Business Impacted

## Impact Analysis Log

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| log  **Reference** | **Service Down Time** | **Service Up Time** | **Recovery Comments** | Client Impact | **Client Viewpoint** |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
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# Major Incident Recovery Teams

|  |  |
| --- | --- |
| **Recovery Team Member** | **Contact Details** |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |

# Background or Order of Events:

|  |  |  |
| --- | --- | --- |
| **When** | **What** | **Who** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

# Compliance to Incident Management Process:

<<Was the incident noticed on time? Did we react to it on time and as described in the Incident management process? If not, why and how to solve the issue? Identify also opportunities for improvement.>>

# Root Cause Analysis:

<<Describe root cause analysis and findings or refer to problem ticket.>>

# Solutions:

***<<Provide the details on solution given. The solution could be temporary work around or the permanent resolution>>***

## Work Around

## Permanent Solution

# Recovery Plan

***<<In case the major incident is declared as a disaster, mention the recovery action plan to restore the service within a reasonable time frame. Additionally, post-processing activities, failback plan may also be mentioned >>***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **SI No** | **Action Plan** | **Action By** | **Priority** | **Date** |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |