

INCIDENT CAPTURE FORM - IT EXAMPLE

Filled example for demonstration purposes | www.zerodefectpizza.com

INCIDENT IDENTIFICATION

ID: INC-IT-001 Date: 01/15/2025 Priority: H Status: Open Category: System Outage Owner: Mike Johnson

WHAT - What happened?		WHO - Who is involved?		WHEN - When?		WHERE - Where?	
Title:	ERP system down	Reported:	Nagios Monitoring	Occurred:	01/15/2025, 14:22	Location:	Data Center East
Description:	SAP not responding. All users disco...	Affected:	All SAP departments	Discovered:	01/15/2025, 14:22	Process:	SAP Server SAPPRD01
Symptoms:	500+ users affected	Responsible:	IT / SAP Basis	Duration:	45 min ongoing	Product:	SAP ECC 6.0

WHY - Why is it a problem?		HOW - How discovered?		HOW MUCH - Extent?	
Impact:	Business standstill	Detection:	Nagios alert	Quantity:	500+ users
Risk:	Critical - SLA breach	Point:	Real-time monitoring	Cost:	\$50,000/hour
Customer:	Cannot process orders	Frequency:	First in 90 days	Scope:	Enterprise-wide

PHOTO DOCUMENTATION

Photo 1

Photo 2

IMMEDIATE CONTAINMENT ACTIONS

Action 1: Bridge call initiated

Action 2: DR failover in progress

Action 3: Business notified

APPROVAL & SIGNATURES

Reported: Nagios Alert Date: 01/15/2025

Reviewed: M. Johnson Date: 01/15/2025

Approved: CIO T. Williams Date: 01/15/2025