# **INC-[name]** ​

| **Key Information** | **Timestamps** |
| --- | --- |
| ​  Incident Type:  Severity:  Features:  Impact:  Customers affected:  Customer ID:  ​ | ​  Reported at:  Accepted at:  Declined at:  Merged at:  Impact started at:  Identified at:  Fixed at:  Closed at:  Clean up started:  ​  Incident duration:  Time to fix:  Time to identify:  Time to triage:  ​ |
| **Response team** | **Useful Links** |
| ​  Incident Lead:  Active participants:  ​ | ​  ​ |

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# **Summary of incident**

|  |
| --- |

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# **Incident Timeline**

| Time | Event |
| --- | --- |
| 0:00:00 |  |
| 0:00:00 |  |
| 0:00:00 |  |
| 0:00:00 |  |
| 0:00:00 |  |

​

### **Contributors**

*Things which were contributing factors for the incident*

### **Mitigators**

*Things which stopped the incident being as bad as it otherwise might have been*

### **Learnings**

*Things we learned and should reflect on*

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# **Follow-ups**

| **Follow-up** | **Owner** |
| --- | --- |
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