# **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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| --- |

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# **Incident Timeline**

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

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### **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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