**Ashford Business Services Ltd**

# IT Incident Report Form

*The factual record of one incident: what happened, who was affected, what fixed it, and what happens next.*

## 1. Incident details

| | |
|---|---|
| **Incident reference number** | JOB-1042 |
| **Title of this incident** | Title of this incident as agreed at the meeting. |
| **Date and time the incident started** | 9 November 2026 |
| **Date and time the incident was detected** | 9 November 2026 |
| **Date and time service was restored** | 9 November 2026 |
| **Person reporting this incident** | Sarah Mitchell |
| **Incident lead** | Sarah Mitchell |
| **Severity of this incident** | Severity of this incident, with the meaning of that level |
| **Status of this incident** | Status of this incident: open, contained, resolved, or closed |

## 2. Summary

Summary of this incident in two or three sentences: what stopped working, for whom, and for how long. as agreed at the meeting.

## 3. Impact

| | |
|---|---|
| **Systems and services affected** | List of the systems and services affected |
| **Users or locations affected** | Boardroom, 12 Church Street, Birmingham |
| **Number of users affected** | Number of users affected, or confirmation that the number is not yet known |
| **Business effect of this incident** | Description of the business effect of this incident |
| **Data lost or exposed** | Confirmation of whether data was lost or exposed, and how that is known |

## 4. Timeline

Record events in time order, using one time zone throughout, stated here: 10:30 am. Add or remove rows as needed.

| Date and time | Event, action, or decision | Person responsible | Evidence or reference |
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## 5. Cause

Confirmed cause of this incident, or confirmation that the cause is not yet known.

Contributing factors that made this incident more likely or more severe.

Questions still open about the cause, and who is pursuing each one.

## 6. Response and resolution

Immediate actions taken to contain this incident and limit its impact. as agreed at the meeting.

Fix that restored service, and anything that is still temporary rather than permanent.

Workaround given to affected users while service was unavailable.

## 7. Evidence preserved

Boardroom, 12 Church Street, Birmingham

JOB-1042

## 8. Follow-up actions

Each action needs an owner and a due date. Add or remove rows as needed.

| Follow-up action | Owner of this action | Due date for this action | Status of this action |
|---|---|---|---|
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## 9. Lessons and prevention

Lesson learned from this incident.

Change that will prevent a repeat, or reduce its impact, and the action number it relates to in section 8. as agreed at the meeting.

## 10. Sign-off

| | |
|---|---|
| **Incident lead name** | Sarah Mitchell |
| **Reviewer name** | Sarah Mitchell |
| **Incident lead signature** | Sarah Mitchell |
| **Reviewer signature** | Sarah Mitchell |

## Ashford Business Services Ltd

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|---|---|
| **Date of sign-off** | 9 November 2026 |