**Major Incident Record**

**Purpose**

A major incident record serves several important purposes:

1. **Documentation**: It provides a detailed account of an incident that has created a significant business impact, including what happened, when it occurred, who was involved, and any actions taken in response. This document supplements the information within a typical incident record.
2. **Analysis**: Major incident records can be analyzed to identify patterns or trends, helping organizations understand root causes, contributing factors, and response actions.
3. **Accountability**: They establish a record of responsibility for managing and resolving incidents, ensuring that appropriate actions are taken by the responsible parties. Major incident records can also document compliance with internal policies, regulatory requirements, and SLAs.
4. **Communication and coordination**: Major incidents require an immediate coordinated resolution. These records facilitate communication among stakeholders, including those directly involved in responding to the incident and others who may need to be informed or consulted, such as management, users, and external partners. They provide a centralized source of information about the incident's status, progress, and resolution.
5. **Learning and Improvement**: By documenting incidents and their resolutions, organizations can learn from past experiences and continually improve their incident response capabilities – enhancing their resilience and preparedness for future incidents.

**Guidance for Usage**

For guidance on how to use this template please refer to the ITIL4 Incident Management Official Practice Guide and the **ITIL 4 Template Guide** which explains the value and importance of customization for your own organizational context.

**[Organization Name]**

**Major Incident Record**

[Filename & version]

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| **1.Major Incident Record** |
| **Incident Number** |  |
| **2.Incident details** |
| **Recorded by** |  |
| **Major Incident ResponseTeam**  |  |
| **Stakeholders/Roles**  |  |
| **Incident Description** |  |
| **Incident Category**  |  |
| **Service(s) Impacted** |  |
| **Business Impact(s)**  |  |
| **Incident Status** |  |
| **How was the incident logged or reported?** |  |
| **Major Incident Manager** |  |
| **3.Incident Date and Time** |
| **Incident Start Date/Time** | **Incident Reported Date/Time** | **Incident Resolution Date/Time** |
|  |  |  |
| **Incident Details** |
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| **4.Incident Timeline (include major events, handovers and comms)** |
| **Date/Time** | **Details** |
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| **5.Response/Corrective Actions Taken** |
| **Date/Time** | **Details** |
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| **Communication Plan** |
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| **Closure Notes | Lessons Learned** |
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| **Knowledge Attachments, References, Screenshots, Logs, Relevant Documents** |
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| **Follow-Up Actions** |
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