

Incident Report & Root-Cause Analysis

Template — deliver within 48–72 hours, Engineering-approved, stored centrally, shared with CX, CS, and Product.

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Incident ID	<i>INC-...</i>
Severity	<i>SEV1 / SEV2 / SEV3 / SEV4</i>
Detected (date/time)	—
Resolved (date/time)	—
Owner	<i>Name / team</i>
RCA author / approver	<i>Support owner · Engineering approver</i>

Summary

One short paragraph: what happened, in plain language.

Customer impact

Who was affected, how many, and in what way.

Timeline

Time	Event
—	Detection — how and when the issue surfaced
—	Investigation — key findings and decision points
—	Mitigation — what stabilized it
—	Resolution — when service was fully restored

Technical root cause

The underlying cause — not just the symptom. What actually broke, and why.

Resolution

What fixed it, and how the fix was validated.

Preventive actions

Action	Owner	Due	Status
—	—	—	—
—	—	—	—
—	—	—	—

Supporting evidence

- Logs (including HAR captures and console output where applicable)
- Screenshots
- Replication steps
- Internal analysis

Write blameless. No blame. No speculation. Focus on the system, not the individual.