**Major Problem Report**

Report submitted by: [name and function]  
Report recipient: [name and function]

**Major Problem Record**

<table>
<thead>
<tr>
<th>Date: [occurrence date]</th>
<th>Time: [occurrence time]</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Record number: [problem no. number]</td>
</tr>
<tr>
<td></td>
<td>SLA breached: [yes/no]</td>
</tr>
</tbody>
</table>

**Identification**

[Description of the problem, including the symptoms displayed or experienced.]

**Root Cause**

[Describe root cause of the problem.]

**Workaround**

[Describe any workaround implemented.]

**Resolution**

[Initial actions:

**Final**

[Steps taken to resolve a major problem. Include any root cause analysis and corrective action taken.]

**Timeline**

<table>
<thead>
<tr>
<th>Time when problem started</th>
<th>[dd.mm.yyyy]</th>
<th>[hh:mm]</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time of workaround implemented</td>
<td>[dd.mm.yyyy]</td>
<td>[hh:mm]</td>
</tr>
<tr>
<td>Time of resolution</td>
<td>[dd.mm.yyyy]</td>
<td>[hh:mm]</td>
</tr>
<tr>
<td>Time of escalation</td>
<td>[dd.mm.yyyy]</td>
<td>[hh:mm]</td>
</tr>
</tbody>
</table>

**Escalation**

To Incident Management: [name and function]  
[Incident management function role, e.g. CIO, Board of Management]  
[Management function]  
[Management role]

**Lessons learned**

[Enter what was done correctly, what was done wrong, what could be done better in the future, how to prevent reoccurrence...]

**[job title]**

[Name]

[Signature]

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