

[Your Name]  
[Your Job Title]  
[Your Company]  
[Your Email Address]  
[Your Phone Number]  
[Date]  
[Recipient's Name]  
[Recipient's Job Title]  
[Company Name]  
[Recipient's Email Address]  
Subject: Incident Report - [Incident ID or Title]  
Dear [Recipient's Name],  
I am writing to formally report an incident that occurred on [Date of Incident] related to [brief description of the issue, e.g., "system downtime" or "service disruption"].  
\*\*Incident Details:\*\*  
- \*\*Incident ID:\*\* [JIRA Incident ID]  
- \*\*Date and Time of Incident:\*\* [Date and Time]  
- \*\*Affected Services:\*\* [List of services affected]  
- \*\*Impact Level:\*\* [High/Medium/Low]  
\*\*Description of the Incident:\*\*  
[Provide a detailed explanation of what happened, including any relevant context or background information.]  
\*\*Steps Taken:\*\*  
1. [Step 1: What was done right after the incident was discovered]  
2. [Step 2: Any immediate actions taken to mitigate the issue]  
3. [Step 3: Further steps taken, including communication with teams or stakeholders]  
\*\*Next Steps:\*\*  
[Outline the plan for resolution and any follow-up actions required, including timelines.]  
Please let me know if you require any further information or if there are additional actions I can take to facilitate the resolution of this incident.  
Thank you,  
Best regards,  
[Your Name]  
[Your Job Title]  
[Your Company]