

Incident Management Communication Template

Date: [Insert Date]

To: [Insert Recipient Name/Department]

From: [Insert Sender Name/Department]

Subject: Incident Management Update - [Incident Title/ID]

1. Introduction

This communication serves to provide an update regarding the recent incident involving [brief description of the incident].

2. Incident Overview

Incident Date: [Insert Date]

Incident Description: [Description of the incident]

Impact Analysis: [Details on impact], including affected services and users.

3. Actions Taken

- [Action 1: Description]
- [Action 2: Description]
- [Action 3: Description]

4. Current Status

[Detail the current status of the incident, including any resolutions or ongoing efforts.]

5. Next Steps

[Outline the next steps to be taken and any key deadlines or anticipated outcomes.]

6. Conclusion

Thank you for your attention to this matter. We will continue to keep you updated as new information becomes available.

Attachments: [List any attachments if necessary]

Contact Information:

[Your Name]

[Your Position]

[Your Contact Information]