Incident Report Form

Organization: Tree (tree.com.hk)
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Approved by:
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Related policy: Computer Operations

Support: End user → **Admin (Level 1)** → **Outsourced IT (Level 2)** if needed

1. Report details

Field	Details
Report date / time	
Reported by (name)	
Contact (email / phone)	
Received by (Admin / IT)	

2. What happened?

Field	Details
Incident type	☐ System down ☐ Slow / error ☐ Cannot login ☐ Data missing ☐ Security / phishing ☐ Other: _____
System affected	☐ File server ☐ QuickBooks ☐ POS ☐ Online sales ☐ Office PC ☐ Email ☐ Network ☐ Other: _____
When did it start?	

Field	Details
How many users affected?	☐ One ☐ Few ☐ All / many
Short description	

3. Handling (Admin Level 1)

- ☐ Issue logged
- ☐ First check / simple fix tried
- ☐ Resolved at Level 1? ☐ Yes ☐ No — escalate to IT

Field	Details
Admin action taken	
Escalated to IT?	☐ Yes ☐ No
Escalation date / time	

4. Handling (IT Level 2 — if escalated)

Field	Details
IT action taken	
Root cause (if known)	
Resolved date / time	
Follow-up needed?	☐ Yes ☐ No — details: _____

5. Close

- [ ] Service restored / issue closed
- [ ] User informed
- [ ] Record kept by Admin or IT

Role	Name	Signature	Date
Admin			
IT (if involved)			