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| Author: | <> |

**Known Error Record Template**

# Document Control

**Document Version History**

This table shows a record of significant changes to the document.

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| --- | --- | --- | --- |
| **Version** | **Date** | **Author** | **Description of Change** |
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**Approvals**

This table shows the approvals on this document for circulation, use and withdrawal

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| --- | --- | --- | --- | --- |
| **Version** | **Date** | **Approver** | **Title/Authority** | **Approval Remarks** |
| 1.0 |  |  |  |  |
| 1.1 |  |  |  |  |

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# Known Error Record

Known error is an error that is known to the IT infrastructure and that has occurred before, and one that has a discovered solution (which is a work around but not a permanent fix). All known errors are stored in a database called Known error database (KEDB).

Any record that encompasses the complete details of a known error is called known error record.

# Known Error Record Template

|  |
| --- |
| Known Error Number: <Unique number for known error> |
| Known Error Description: <Description of the known error> |
| Known error keywords: <ABC>, <CDE> |
| Known error status: <Defines the status of the KE record> |
| **Incident Details** |
| Incident number: <Unique number for the incident>  Associated Incidents: <Should mention the associated incidents> |
| Incident description: <Description of the incident> |
| Associated CI/Service: <Service or the CI which has an outage or an issue> |
| Impact: <The number of people impacted, which is generally defined with ratings ‘1,2,3,4’> |
| Urgency: <Defines how quickly the issue has to be resolved, which is generally defined with ratings ‘1,2,3,4’> |
| Reported issue:  <Defines how the issue was reported> |
| Actual observations:  <Should define the actual observations when the incident management team performed troubleshooting> |
| Investigation and diagnosis performed by IM staff:  <Should define the steps performed> |
| **Problem Details** |
| Problem number (If logged): <Unique number for problem ticket> |
| Problem description:  <Description of the problem ticket> |
| Associated CI/Service: |
| Impact: |
| Urgency: |
| Chronological analysis on the associated CI:   |  |  |  |  | | --- | --- | --- | --- | | Date | Time | Events generated | Action taken | | 11-11-2015 | 11:45 | EVE00089 / INM000123 | ABCD | | 12-11-2015 | 11:50 | EVE00300/ INM000124 | DEFGH | | 14-11-2015 | 11:55 | EVE00400/ INM000126 | GHJIK | |
| 5 why analysis on the issue:  Why:  Why:  Why:  Why:  Why:  For example:  1. Why? – why did the server fail  2. Why? - The hard disk crashed and we didn’t have the redundant disks  3. Why? - Because we were short of redundant disks  4. Why? - Because we our capacity planning was wrong  5. Why? - Because we didn’t have enough experienced resources on capacity and performance planning. |
| Brainstorming discussion:  <Discussed points in the brainstorming> |
| Cause and effect analysis:  <Analysis points in cause and effect> |
| Identified solutions:  **Temp fix procedures:**  Step 1  Step 2  Step 3 |
| Problem manager name:  Problem manager contact number:  Problem manager email:  Signature:  Date approved:  Problem analysts names: |