Incident report for TARGET participants

Confidentiality
The information included in this document will only be used by the Eurosystem to further strengthen the resilience of the TARGET system as a whole. Within the Eurosystem, access to this information is only granted to those with a business-related need to know.

Name of the central bank responsible	Click or tap here to enter text.

Point of contact (POC) information	
Name of the TARGET participant	Click or tap here to enter text.
Name of the contact person	Click or tap here to enter text.
Title/function	Click or tap here to enter text.
Telephone number	Click or tap here to enter text.
E-mail address	Click or tap here to enter text.

General incident information	
Incident ID (to be assigned by the central bank responsible)	Click or tap here to enter text.
Status	☐ Interim ☐ Final[1]
Type of failing component	☐ Hardware ☐ Software[2]

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[1] An incident report is considered "final" when the implementation date of the remedial measure is indicated.

[2] Software comprises system software (including DB systems) and application software.

	☐ Network[3] ☐ Infrastructure[4]
	☐ Human error
Date and time the incident started (CET)	Click or tap to enter a date.
Date and time the incident ended (CET)	Click or tap to enter a date.
Duration	Click or tap here to enter text.

Description of the incident

The summary should be a high-level description suitable for senior management and avoiding technical language to the extent possible. The summary should include for instance the following elements:

- <u>basic</u> description of the events and their impact
- services/systems affected by the incident and
- external effects (e.g. other TARGET participants affected).

Click or tap here to enter text.

Details of the cause of the incident

Specifically, the root cause of the incident - who, what, where, when, how.

Click or tap here to enter text.

Remedial action

This section should include for instance the following elements:

- action taken to resolve the incident and
- measures taken to prevent the incident from reoccurring/implementation scheduled for.

Initial resolution:
Click or tap here to enter text.

Long term solution:

Click or tap here to enter text.

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[3] Network comprises only the internal network. External network failures should be listed under infrastructure.

[4] Infrastructure comprises premises, supporting services (e.g. air conditioning, power supply, telecommunication (including NSP)).

Date and signature: _____

Name of the signatory (Print): _____

Title: _____

This form should be returned to the central bank mentioned above:

Address	
Contact person	