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Incident Reporting Template

SECTION A

1	Particulars
1.1	Date and Time of Notification to RMA
1.2	Full Name of Institution
1.3	Name of Caller/Reporting Staff
1.4	Designation/Department
1.5	Contact details (email, mobile)
2	Details of Incident
2.1	Discovery date and time of incident
2.2	Nature of incidents, affected areas
	<p><i>i) <u>Outage of IT system</u> (e.g. core banking systems, ATMs, POS, Domestic Payments such as NQRC, BIPs, BIRT-Fund Transfer, Payment Gateway, Internet Banking, CTS, RuPay, International cards, etc.)</i></p> <p><i>ii) <u>Warnings of cyber-heist</u> (e.g., Hacking or malware infection against FI's system, web defacement, distributed denial of service attacks)</i></p> <p><i>iii) <u>Theft or Loss of Information</u> (e.g., sensitive/important/customer information stolen or missing from business locations)</i></p> <p><i>iv) <u>Unavailability of Infrastructure or work premises</u> (e.g., Power blackout, telecommunication linkages down, fire in office buildings and the affected locations.)</i></p> <p><i>v) <u>Unavailability/shortage of Staff</u> (e.g. High absenteeism leading to BCP activation)</i></p> <p><i>vi) <u>Others</u> (e.g. Unavailability of service providers, breach of laws and regulations)</i></p>



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2.3	What actions or responses have been taken by the institution (short term, Mid Term & Long-term measures)	
3	Impact Assessment (examples are given but not exhaustive)	
3.1	Business impact including availability of services - Treasury Services, Cash Management, Trade Finance, Branches, Core Banking System, ATMs, POS, Payment Gateway, Internet Banking, BIRT-Fund Transfer, Clearing and Settlement activities etc.	
3.2	Stakeholders' impact – affected retail/corporate customers, affected participants including operator, settlement institution and service providers etc.	
3.3	Financial and market impact – transaction volumes and values, monetary losses, liquidity impact, bank run, withdrawal of funds etc.	
3.4	Reputational impact – is the incident likely to attract media attention?	
3.5	Regulatory and Legal impact	



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SECTION B

1	Detailed chronological order of events	
1.1	Date of incident, start time and duration.	
1.2	Escalation steps taken, including approvals sought on interim measures to mitigate the event, and reasons for taking such measures	
1.3	Stakeholders informed or involved	
1.4	Various channels of communications involved	
1.5	Rationale on the decision/activation of BCP and/or IT DR	
2	Detailed Root Cause Analysis	
2.1	Factors that caused the problem/ Reasons for occurring	
2.2	Interim measures to mitigate/resolve the issue, and reasons for taking such measures	
2.3	Steps identified or to be taken to address the problem in the longer term	
3	Final assessment and remediation	
3.1	Conclusion on cause and effects of incident	
3.2	List the corrective actions taken to prevent future occurrences of similar types of incidents	
3.3	Target date of resolution (DD/MM/YY).	

Note * Kindly submit the form to bcp@rma.org.bt



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