

{{case_name}} Case Document

“{{case_title}}”

This document contains all case facts and context. All case participants are expected to contribute to this document. It is shared with all case participants. This document will be continually updated as the case progresses.

Case Owner	Type	Severity	Priority	Status
{{case_owner}}	{{case_type}}	{{case_severity}}	{{case_priority}}	{{case_status}}

Description

{{case_description}}

Resolution

This section will be populated if resolution is provided when the case is marked as closed.

{{case_resolution}}

Analysis

Any data points and findings discovered during the analysis of the case.

Questions

Any question that has been raised by the current case and an answer is required for case resolution or escalation.

- Question 1 [Name of individual that added item]

Tasks

Every task should be assigned to an individual, to assign a task, select the text, create a comment, and assign it to the individual responsible for completing the task. General task status and results should be nested under the task itself.

- Task 1
- Task 2
- Task 3

Case Owner: {{case_owner}}

Deferred Questions

Questions that do not need to be addressed immediately.

- Question 1 [Name of individual that added item]

Deferred Tasks

Tasks that do not need to be addressed immediately.

- Task 1 [Name of individual that added item]

Resources

Name	Description	Link
Artifacts	Common storage for all incident artifacts and documents. Add logs, screen captures, or any other data collected during the investigation to this drive. It is shared with all incident participants.	{{case_storage_weblink}}

Tags

Any word or phrase can be a tag, by default Dispatch will add tags from the document as written (normal documentation). If you wish to add a specific tag that has not been mentioned elsewhere add it here. Dispatch will only associate tags it knows about, if a tag has not been previously defined do so in the Dispatch UI. Tags can be associated retroactively.

Notes/Scratch

Links / Lists / Query terms / Images / etc.,. Anything the responders need to share quickly among or across teams.