Google Cloud

[Product ID Number]

Issue [name here] historic info

Latest issue state

[Describe what is the current state of the issue]

Company:	[Name of the company]	**Status:**	
Main contact:	[Name], [email]	**Issue started on:**	1/2/2017 0:00:00
Product ID:	[Product ID number]	**Timezone:**	
Case:	[case number]		

Hypothesis about what is generating the issue:	[Write all hypothesis here]

Historical Information of the issue	Date and Time of this update	Detailed Description
[Issue status]	[Date & Time]	[Issue details with links and specifics]
[Issue status]	[Date & Time]	[Issue details with links and specifics]
[Issue status]	[Date & Time]	[Issue details with links and specifics]
[Issue status]	[Date & Time]	[Issue details with links and specifics]
[Issue status]	[Date & Time]	[Issue details with links and specifics]
[Issue status]	[Date & Time]	[Issue details with links and specifics]

Instructions:

1) Make a copy of this document

2) Replace all information in brackets with the situation that you are facing

3) Fill in all cells painted in gray

4) Update issue status always keeeing the most recent at the top, startin on cell B17

5) After you get familiar with this template, delete the instructions