

The specifics:	Looking at the system:	Looking at prevention:
What happened?	How could you categorise this with similar incidents?	How can we prevent these incidents?
When did it occur?	How frequently do they arise? What is the trend?	What should we do to monitor and manage this?
Who was affected?	Who are those most vulnerable to such incidents?	How should we bring our customers on board?
How were they affected?	What is the total impact of these incidents on our business?	How can we minimise the impact in future?
Why did the incident occur?	What are the most likely causes of these incidents?	What can we do to further reduce the risks?
Where did it start?	In what locations, conditions, etc. do they mostly occur?	How can this learning be used elsewhere?