Postmortem Template

⊙ Created	@August 6, 2024 10:58 AM
⊙ Updated	@August 6, 2024 12:06 PM

Postmortem Template

Recording link to be added after the postmortem meeting

KPIs

KPI	Value
Time to detect (lower is better)	
Time to root cause (lower is better)	
Time to resolution (lower is better)	
Repeated issue (lower is better)	

Status 🟢

Provide the current status of the incident, such as "Resolved."

Summary 📝

Briefly describe the incident, including what happened and when it occurred.

Impact 🌍

Detail the extent and severity of the incident's effects on users, systems, and business operations.

Detection 🔍

Explain how the incident was initially identified, including any monitoring tools or alerts used.

Root Cause ⚙️

Identify the underlying reason for the incident, specifying the technical or process-related cause.

Resolution 🛠️

Describe the steps taken to fix the issue and restore normal operations.

Investigation insights 🔎

Summarize key findings from the investigation, including any patterns, contributing factors, or learnings.

Lessons learned 📚

What went well	What went wrong	Where did we get lucky?

Action Items ✅

Action Item	Owner	Ticket	Due date

Timeline 🕑

Time	Description