**Profle title**

**Incident overview**

|  |  |
| --- | --- |
| **Postmortem owner** | @ mention the owner |
| **Incident** | Type /link to add a ticket |
| **Related incidents** | Type /link to add related tickets |
| **Priority** | P1 / P2 / P3+ |
| **Affected services** | e.g., Billing applications |
| **Incident date** | Type // to add start and end dates |
| **Incident duration** | e.g., 39 minutes |
| **Incident response teams** | e.g., Application support |
| **Incident responders** | @ responders |

## 🔮 Executive summary

Summarize the incident in a few sentences and include its severity, duration, and causes.

## ⛑ Postmortem report

|  |  |
| --- | --- |
| **Instructions** | **Report** |
| Leadup List the sequence of events that led to the incident. | You can @ mention team members, attach files, and type / to add elements or share relevant data. |
| 🙅‍♀️ Fault Describe what didn't work as expected. If available, include relevant data visualizations. |  |
| Impact Describe how internal and external users were impacted during the incident. Include how many support cases were raised. |  |
| 👁 Detection Report when the team detected the incident and how they knew it was happening. Describe how the team could've improved time to detection. |  |
| 🙋‍♂️ Response Report who responded to the incident and describe what they did at what times. Include any delays or obstacles to responding. |  |
| 🙆‍♀️ Recovery Report how the user impact was mitigated and when the incident was deemed resolved. Describe how the team could've improved time to mitigation. |  |
| 🔎Five whys root cause identification Run a [5-whys analysis](https://www.atlassian.com/team-playbook/plays/5-whys) to understand the true causes of the incident. |  |
| 🗃 Related records Check if any past incidents could've had the same root cause. Note what mitigation was attempted in those incidents and ask why this incident occurred again. |  |
| Lessons learned Describe what you learned, what went well, and how you can improve. |  |

Incident timeline Detail the incident using UTC to standardize for timezones. Include lead-up events, post-impact events, and any decisions or changes made. If you have Opsgenie, type /opsgenie to add an incident timeline.

## ✅ Follow-up tasks

List the issues created to prevent this class of incident in the future.

|  |  |  |  |
| --- | --- | --- | --- |
| **Issue** | **Owner** | **Action items** | **Documentation** |
|  | @ owner |  | Type /link to add a ticket |
|  |  |  |  |
|  |  |  |  |