

Postmortem Template & Guidelines

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1. Template

- Summary
- Impact
- Timeline
- Root cause
- What went well / what went wrong
- Action items

2. Blamelessness

Postmortems are blameless. Focus on system improvements, not individual fault.

3. Notes

This document is confidential and intended for internal use only. If you have questions, contact the Policy Owner listed in the Responsibilities section.