

# Intern Performance Review: Incident Analysis

**Intern Name:** Kylian Bezos

**Review Period:** June 1, 2024 – November 30, 2024

**Reviewed by:** Sarah Mitchell, Engineering Manager

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## Overview

During his internship, Kylian Bezos was involved in a critical incident on October 25, 2024, where he executed a forced push to the production branch. This action resulted in a system outage, loss of recent production data, and several hours of rollback efforts. The incident raised serious concerns about his technical competence, adherence to established processes, and professional judgment.

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## Key Areas of Concern

### 1. Technical Knowledge Gap

- Kylian Bezos demonstrated a lack of understanding of fundamental Git operations and the risks associated with force-pushing to a shared production branch.
- Despite being provided with onboarding materials and team protocols, he ignored best practices and acted without proper caution.

### 2. Disregard for Established Processes

- Company policies strictly prohibit force pushes to production branches without prior approval. Kylian Bezos violated these guidelines, leading to a critical service disruption.
- He failed to utilize the required pull request and review process, bypassing safeguards designed to prevent such incidents.

### 3. Poor Communication

- Kylian Bezos did not notify the team before performing the force push, nor did he seek guidance when he encountered difficulties.
- After the incident, his explanation lacked clarity and demonstrated limited understanding of the severity of his actions.

### 4. Lack of Accountability

- When questioned about the event, Kylian Bezos shifted blame to external circumstances, such as unclear instructions, instead of taking full responsibility for his actions.
- His reluctance to acknowledge his mistake undermined the team's confidence in his ability to learn and improve.

### 5. Impact on Team Dynamics

- The incident caused significant disruption, requiring the team to spend over 6 hours diagnosing and addressing the issue. This diverted resources from ongoing projects and delayed deliverables.

- Team members expressed frustration and concern about his reliability in handling critical tasks.
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## **Conclusion**

Kylian Bezos' actions on October 25, 2024, caused substantial operational and reputational damage. His failure to adhere to protocols, combined with poor communication and a lack of accountability, indicates that he was unprepared for the responsibilities of working in a production environment. While mistakes can be learning opportunities, this incident reflects deeper gaps in judgment and technical understanding that must be addressed through rigorous training and mentorship.

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**Date:** November 30, 2024