Incident Analysis Report

thyssenkrupp Elevator AG

Base on analysis, most incident caused by similar root cause. Hence the analysis of an incident is mandatory to be enforce developer and team to think about the mistake and avoid similar issue again.

The analysis report can also be training material in team training or regular meeting to help whole team to avoid similar issue and improve whole team quality.

# Incident Description

## Ticket

## Background and Description

## 1.3 Involved Team Member

|  |  |
| --- | --- |
| Developer |  |
| Team leader |  |
| Code Reviewer |  |

# Incident Analysis

## 2.1 Developer Analysis

1. How do you think about the code now, and any logic or reason why you produce the code?
2. Have you checked the impacts (locations or features) before change other’s code?
3. Have you prepared the test case before changing the code?
4. How to avoid next time?
5. Is there any method else you think can help to avoid similar issue next time?

## 2.2 Leader Analysis

1. Have you reviewed the technical solution together with developer before developing?
2. Have you reviewed the code before commitment?
3. Is there any method else you think can help to avoid similar issue next time?

## 2.3 Reviewer Analysis

1. Did you think you understand the code when review the code?
2. What is comment now to the code?
3. Is there any method else you think can help to avoid similar issue next time?

## 2.4 Follow up & Actions