## **Incident overview**

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| --- | --- |
| **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**

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| --- | --- |
| **Instructions** | **Report** |
| **:warning: 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. |  |