Major Incident Post Mortem Review Template

📋 Incident overview

Postmortem owner	
Incident	
Related incidents	
Priority	P1 / P2 / P3+
Affected services	
Incident date	
Incident duration	
Incident response teams	
Incident responders	

🔮 Executive summary

⛑️ Postmortem report

Instructions	Report
⚠️ **Leadup** List the sequence of events that led to the incident.	
🙇 **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 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

✅ Follow-up tasks

Issue	Owner	Action items	Documentation
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