

# Post-mortems

# What is a post-mortem?

- The post-mortem acts as a retrospective for the incident
- It documents
  - What happened, contributing factors & the impact of the incident
  - The root cause
  - How the incident was resolved
  - Lessons learned
  - Follow-up action items
- A blameless post-mortem culture should be adopted!
- The post-mortem is reviewed by XXX and shared with the whole organization

# Why use post-mortems

- Share knowledge in the organization
- Build organizational memory
- Valuable training / learning resource
- Allows reflection on the root cause and provides a way to gather lessons learned & action items (similar to a sprint retrospective!)

# Blameless post-mortems

TODO: make better, add more sources

- Traditionally orgs have looked for someone to blame if things go wrong
- This approach is incorrect - humans rarely are malicious.
- Instead, we should focus on what went wrong and how it can be avoided in the future
- Blameless post-mortems
  - Create a healthy culture between teams
  - Decreases the likelihood of ignoring or hiding incidents
  - Creates an open culture
- Best practices for blameless post-mortems
  - Communicate in an open, mistake-friendly approach
  - Encourage honesty and accept failures
  - Share information

# A simple post-mortem template for disaster day

- Summary
- Impact
- Root cause
- Resolution
- Lessons learned
- Timeline

# Post-mortem resources

- <https://sre.google/sre-book/postmortem-culture/>
- <https://learning.oreilly.com/library/view/real-world-sre/9781788628884/ch04.html>
- <https://github.com/dastergon/postmortem-templates>
- <https://www.atlassian.com/incident-management/postmortem/blameless>