

Weekly Incident Review Meeting (IRM)

Last updated by | Nathan Beier | Jul 25, 2024 at 11:10 AM PDT

Weekly Incident Review Meeting Guidelines

Purpose:
The weekly incident review meeting aims to provide a high-level overview of the incidents that occurred during the past week, facilitating cross-team communication, shared understanding, and immediate actions where necessary.

Frequency:
The meeting will be held weekly at a scheduled time, ensuring regular and consistent review of recent incidents.

- Attendees:**
- Incident Response Team Members
 - Team Leads
 - Relevant Stakeholders

- Duration:**
- 1 hour

- Rough Agenda:**
- Welcome and Introduction (5 minutes)**
 - Briefly state the purpose of the meeting.
 - Outline the agenda and expected outcomes.
 - Incident Summary (10 minutes)**
 - Provide a high-level summary of all incidents that occurred in the past week.
 - Include a brief description, impact, and resolution status for each incident.
 - Detailed Incident Review (30 minutes)**
 - Review all open incidents, old and new.
 - For each selected incident, cover:
 - Description:** What happened?
 - Impact:** What was the impact on systems, users, or business processes?
 - Response:** How was it handled? What actions were taken?
 - Resolution:** How was it resolved? Is there any follow-up required?
 - Immediate Actions and Follow-Ups (10 minutes)**
 - Identify any immediate actions that need to be taken to address ongoing issues or prevent recurrence.
 - Assign ownership and deadlines for these actions.
 - Note any incidents that require a deeper dive in the separate critical issues meeting.
 - Open Discussion and Q&A (5 minutes)**
 - Allow time for attendees to ask questions, provide additional insights, or raise concerns.
 - Encourage open communication and sharing of lessons learned.
 - Closing Remarks (5 minutes)**
 - Summarize key points and immediate actions.
 - Identify any incidents which meet the requirements for a post-incident retrospective meeting.
 - Thank participants for their contributions and participation.

- Additional Notes:**
- Follow-Up:** Monitor the progress of action items and discuss their status in the next weekly meeting.
 - Continuous Improvement:** Regularly review the format and effectiveness of the meeting to ensure it meets the team's needs and objectives.

The weekly incident review meeting will help keep all teams aligned, facilitate quick resolutions, and ensure ongoing improvements in incident management processes.