Lightweight Post-Mortem Template

1. Run a team root cause analysis starting from the customer pain

2. Ask "how might we prevent this problem from happening again?"

3. Ask "how might we act faster on similar problems in the future?"

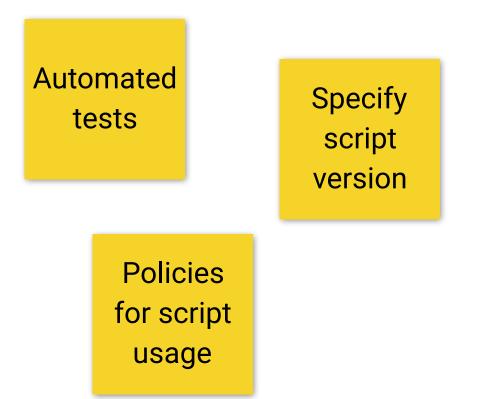**WHY IT HAPPENED**

Customers couldn't …

They got an error …

Data was selected but …

Third-party dependency …

We always used the latest version …

PROBLEM PREVENTION

Automated tests

Specify script version

Policies for script usage

TIME TO FIX

Alert on exceptions in signup

Monitor signups ratio

On-call schedule