

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