Hi everyone,

**Why did Etsy develop a Morgue tool? How is it now used?**

Etsy developed the Morgue tool to improve how it handles system failures and learns from them. In the early 2010s, the company adopted a “blameless postmortem” approach, shifting the focus from assigning blame to understanding what went wrong and how to fix it. To make this process effective, Etsy needed a way to document incidents thoroughly and make that information easy to access later, which led to the creation of Morgue.

Morgue became a central repository for logging incidents, detailing timelines, root causes, resolutions, and any contributing factors. It’s not just about recording what happened during a failure but also about using that data to identify patterns or recurring issues over time. This historical archive allows teams to learn from past incidents and make proactive changes to prevent future ones.

The tool also plays a key role in tracking follow-up actions to ensure the recommendations from postmortems are implemented. For example, if an incident reveals a gap in monitoring or process, Morgue helps assign tasks to address it and track progress. This keeps teams accountable in a way that supports learning rather than fostering fear or blame.

Morgue has become an integral part of Etsy’s incident management workflow. It reflects the company’s commitment to transparency, collaboration, and resilience. By treating failures as opportunities to grow, Etsy creates a safer environment for its teams and builds trust with its users. Over time, Morgue has helped Etsy strengthen its systems and maintain its focus on continuous improvement.

<https://www.fastcompany.com/3064726/what-etsy-does-when-things-go-wrong-a-7-step-guide>

<https://www.infoq.com/articles/postmortems-etsy/>