

# Postmortem Report

Use this template to incident analysis with root cause and prevention.

## Template Metadata

| Field          | Details                                      |
|----------------|----------------------------------------------|
| Category       | Engineering                                  |
| Owner          | [Team or owner]                              |
| Version        | [Version number]                             |
| Effective Date | [Date]                                       |
| Review Cycle   | [Monthly / Quarterly / Annual / Event-based] |
| Status         | [Draft / In Review / Approved]               |

## Incident Summary

Date, duration, severity, and one-line summary.

| Item                  | Details                                               | Owner   | Status            |
|-----------------------|-------------------------------------------------------|---------|-------------------|
| [Item or requirement] | [Describe the relevant detail, evidence, or decision] | [Owner] | [Open / Complete] |
| [Item or requirement] | [Describe the relevant detail, evidence, or decision] | [Owner] | [Open / Complete] |

## Notes

[Add context, assumptions, exceptions, evidence links, screenshots, calculations, or reviewer comments.]

## Timeline

Chronological events from detection to resolution.

| Item                  | Details                                               | Owner   | Status            |
|-----------------------|-------------------------------------------------------|---------|-------------------|
| [Item or requirement] | [Describe the relevant detail, evidence, or decision] | [Owner] | [Open / Complete] |
| [Item or requirement] | [Describe the relevant detail, evidence, or decision] | [Owner] | [Open / Complete] |

## Notes

[Add context, assumptions, exceptions, evidence links, screenshots, calculations, or reviewer comments.]

## Root Cause

Technical root cause analysis.

| Item                  | Details                                               | Owner   | Status            |
|-----------------------|-------------------------------------------------------|---------|-------------------|
| [Item or requirement] | [Describe the relevant detail, evidence, or decision] | [Owner] | [Open / Complete] |
| [Item or requirement] | [Describe the relevant detail, evidence, or decision] | [Owner] | [Open / Complete] |

## Notes

[Add context, assumptions, exceptions, evidence links, screenshots, calculations, or reviewer comments.]

## Impact

Customer impact, data impact, and business impact.

| Item                  | Details                                               | Owner   | Status            |
|-----------------------|-------------------------------------------------------|---------|-------------------|
| [Item or requirement] | [Describe the relevant detail, evidence, or decision] | [Owner] | [Open / Complete] |
| [Item or requirement] | [Describe the relevant detail, evidence, or decision] | [Owner] | [Open / Complete] |

## Notes

[Add context, assumptions, exceptions, evidence links, screenshots, calculations, or reviewer comments.]

## What Went Well

Effective responses and systems.

| Item                  | Details                                               | Owner   | Status            |
|-----------------------|-------------------------------------------------------|---------|-------------------|
| [Item or requirement] | [Describe the relevant detail, evidence, or decision] | [Owner] | [Open / Complete] |
| [Item or requirement] | [Describe the relevant detail, evidence, or decision] | [Owner] | [Open / Complete] |

## Notes

[Add context, assumptions, exceptions, evidence links, screenshots, calculations, or reviewer comments.]

## What Went Wrong

Failures and gaps identified.

| Item                  | Details                                               | Owner   | Status            |
|-----------------------|-------------------------------------------------------|---------|-------------------|
| [Item or requirement] | [Describe the relevant detail, evidence, or decision] | [Owner] | [Open / Complete] |
| [Item or requirement] | [Describe the relevant detail, evidence, or decision] | [Owner] | [Open / Complete] |

## Notes

[Add context, assumptions, exceptions, evidence links, screenshots, calculations, or reviewer comments.]

## Action Items

Specific, assigned, and deadline-bound action items. Be factual and blameless. Focus on systems, not individuals.

| Item                  | Details                                               | Owner   | Status            |
|-----------------------|-------------------------------------------------------|---------|-------------------|
| [Item or requirement] | [Describe the relevant detail, evidence, or decision] | [Owner] | [Open / Complete] |
| [Item or requirement] | [Describe the relevant detail, evidence, or decision] | [Owner] | [Open / Complete] |

## Notes

[Add context, assumptions, exceptions, evidence links, screenshots, calculations, or reviewer comments.]

## Review and Signoff

Document review conclusions, approvals, unresolved items, and next review date.

| Role     | Name   | Date   | Notes   |
|----------|--------|--------|---------|
| Preparer | [Name] | [Date] | [Notes] |
| Reviewer | [Name] | [Date] | [Notes] |
| Approver | [Name] | [Date] | [Notes] |