

Post-Incident Review

Incident Overview

Incident Name:

Date & Time:

Duration:

Reported By:

Summary

Severity: Low High

Description:

- Briefly summarize the incident.

Business Impact:

- What was the impact of the incident on clients, operations, and services?

Incident Timeline

Initial Detection:

- How and when was the incident first detected?

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Incident Timeline (Continued...)

Key Actions Taken:

- What were the actions taken to mitigate the incident, in chronological order?

Resolution:

- What actions were taken to resolve this incident?

Root Cause Analysis

Primary Cause:

- What was the main cause of this incident?

Contributing Factors:

- Were there any additional factors that contributed to the incident?

Discovery Method:

- How was the root cause determined?

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Impact Assessment

Affected Services & Systems:

- Which specific services, systems, or processes were impacted by the incident?

Business Impact:

- What were the business impacts? (Downtime, Financial Losses, etc.)

Client Impact:

- How were clients affected, and how many?

Response & Recovery

Immediate Response:

- What actions were taken immediately after incident detection?

Short-Term Fixes:

- What were the temporary measures implemented to mitigate the issue?

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Response & Recovery (Continued...)

Long-Term Fixes:

- What are the permanent fixes that will prevent incident recurrence?

Communication Plan

Internal Communication:

- How and when did the response team communicate with internal stakeholders? (Alerting Tools, Mass Notifications, etc.)

External Communication:

- How and when did the response team communicate with external stakeholders? (Alerting Tools, Mass Notifications, etc.)

Findings

Went Well:

- What went well when resolving this incident?

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Findings (Continued...)

Needs Improvement:

- What areas of the response plan could be improved?

Preventative Measures:

- What steps can be taken to prevent similar incidents in the future?

Action Items

Task List:

- What steps must be taken based on the findings?

Task Assignments:

- Who is responsible for what assignments and when are they due?

Task Status: Pending In Progress Complete

Post-Incident Review

Approval

Review Conducted By: _____

Date of Review: _____

Incident Manager Name: _____

Incident Manager Signature: _____

Date: _____