CTOMETRY · FREE TOOL

Incident Post-Mortem — Template

Blameless, evidenced and useful. What happened, why, what we learn, what we change.

1. Header

Field	Value
Incident ID	
Date / duration	
Severity (Sev-1..Sev-4)	
Systems affected	
Customers impacted	
Author · reviewers	

2. Timeline

- Detected — how, by whom, at what time.
- Response — who was paged, how they mobilised.
- Mitigation — what stopped customer impact.
- Resolution — what restored the system.
- Communication — internal and external touchpoints.

3. Contributing factors (not root cause)

- Change in the 24 hours before the incident.
- Monitoring gaps that delayed detection.
- Runbook gaps that slowed response.
- Design decisions that made blast radius larger than needed.

4. Actions

Action	Owner · due date · type (fix/preventive)

5. Blameless clause

This post-mortem is written to improve the system, not to attribute individual blame. Names are used to record what happened, not who was at fault.

When this workbook surfaces something worth acting on, book a Diagnostic Call at ctometry.co.uk.