# [Name of Incident] Postmortem

[your logo]

**Date**: 2020-01-01

**Authors**: [Who put this postmortem document together]

**Status**: [Pending | Action Items In Progress | Done]

**Summary**: [Executive summary of what happened, impact, and resolution.]

**Triggers**: [What event or events led up to the incident?]

**Root Causes**: [What were the underlying configurations or conditions that, combined with the trigger, resulted in the incident]

**Impact**: [How many leads/emails/etc were affected? For how long?]

**Resolution**: [What actions were taken to resolve the issue]

**Detection**: [How was the issue discovered]

**Action Items**:

|  |  |  |  |
| --- | --- | --- | --- |
| **Action Item** | **Type** | **Owner** | **Status** |
| Any follow-ups that would prevent similar issues in the future. | prevent |  | Todo, In Progress |
| Link to tickets if they exist. | mitigate |  | Done, Etc. |

## Lessons Learned

**What went well**

**What went wrong**

**Where we got lucky**

## Timeline

2020-01-01 **(all times in [Timezone])**

* 10:02 - [Such and such trigger occurred]
* 10:15 - [So-and-so sent a message in Slack about X]
* 10:17 - [So-and-so took some action]
* 10:18 - Etc.