

INCIDENT POSTMORTEM CHECKLIST

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	ITEM	ASSIGNED TO	NOTES
	Initiate the postmortem process for a new incident.		
	Schedule a meeting within a few days after the event to discuss the incident. Invite attendees to the postmortem meeting via a shared calendar to encourage transparency and blameless culture.		
	Investigate the incident and begin writing postmortem report.		
	Create a detailed incident timeline that includes a chronological breakdown of events, what information was available at the time, and decisions made.		
	Conduct an analysis of the incident to identify impact and root cause.		
	Have postmortem content reviewed before meeting.		
	Create tickets for follow-up actions.		
	Write external messaging to be shared with customers.		
	Conduct the postmortem meeting.		
	Share the postmortem report and key learnings with internal stakeholders.		

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