



Postmortem Checklist

- Create a new postmortem for the incident.
- Schedule a postmortem meeting within the SLA for all required and optional attendees on the "Incident Postmortem Meetings" shared calendar.
- Populate the incident timeline with important changes in status/impact and key actions taken by responders.
- For each item in the timeline, include a metric or some third-party page where the data came from.
- Analyze the incident.
- Identify superficial and root causes.
- Consider technology and process.
- Open any follow-up action tickets.
- Write the external messaging.
- Ask for review.
- Attend the postmortem meeting.
- Share the postmortem.