

Incident Report / {{date}}

{{tittle}}

Remember, this is a **blameless incident report**.

Goal: Help us to learn and to improve the resilience of our system.

It is important to be very conscious that we don't try to assign blame, we want to document and learn. **It is the system, not the people.**

We should open an IR when there is an incident **in production impacting any stakeholder that requires immediate** remediation.

Some examples: A typo does generally not deserve an incident report. A significant degradation on the speed of the system deserves an incident report. DataDog being down deserves an Incident Report.

When to open: We should open at the very first moment (maybe filling the root cause or other parts later on). **Goal: Visibility for people outside the team.**

What happened?

Brief summary (2-3 lines) of the detected issue.

{{airtablemetainfo}}

Timeline

- {{datetime}} CET {{reporter}} opened this IR
- MM-DD HH:MM CET someone test if Y is working...

Incident Report / {{date}}

- MM-DD HH:MM CET someone test Z...
- MM-DD HH:MM CET ...

What was the impact on customers and your business?

Num Clients affected (num/All):	
Severity (SE): <i>(choose 1)</i> SEV1 Full outage, or effectively unusable SEV2 Significant degradation for a subset of users or a subset of functionality SEV3 Minor impact on user experience SEV4 No impact, but time-sensitive failure SEV5 No impact for the customer. Internal Impact	
TTR (Time To Recover): [Optional]	
People involved: [Optional]	
Impact/Cost (approx): [Optional]	
Current Month uptime: [Optional]	

--- beyond this point is to be filled after the service is recovered ---

What was the root cause?

Here, a description of the problems, main causes, and tips for detection. Include graphics, drawings, logs entries, or any piece of information that helps us detect, avoid, or recover from this or a similar issue in the future.

Incident Report / {{date}}

What, how, and why an event or failure happened resulting in corrective and preventive measures. Although the word "cause" is singular, experience shows that generally causes are plural. Therefore, look for **multiple** causes when carrying out RCA.

Follow the [Postmortem and Root Cause Analysis Guide](#) and use [Five whys](#) technique to identify the root causes.

How did we recover?

[Actions to recover the service]

- MM-DD HH:MM CET Someone performs an action
- MM-DD HH:MM CET...
- ...

What corrective and preventive actions are we taking?

[Actions/tasks that reduce the Mean time to recovery (MTTR) (tools, technical debt to pay, observability improvements, etc.)]

- Responsible. Due Date. Action / Task (task link)
- ...

Remember to review the [\[Draft\] Acceptance criteria](#) to define the corrective and preventive actions.

What lessons did we learn?

What went well?

-

What went wrong?

-

Where did we get lucky?

-

Incident Report / {{date}}