

Post-Incident Review Template

Bring automation to your post-incident review! Get all the information (alert/monitoring data, chat logs, etc.) you need to conduct a thoughtful, effective post-incident review using VictorOps' out-of-the-box Post-Incident Review functionality.

See how easy it is by signing up for your own VictorOps [14-day free trial](#) today!

Goals:

The goal of all Post-Incident Reviews is to learn. In this case, we want to learn:

- 1.
- 2.
- 3.

Brief Summary:**Severity of the Issue:****Customer Impacted? (Yes/No):****Incident Commander (if applicable):****Key Metrics to Measure:**

Time to Acknowledge:

Time to Recover:

Elapsed Time of Each Phase:

Detection:

Response:

Remediation:



Timeline Documentation:

Date and time of detection:

Date and time of service restoration:

Internal Incident Number (if applicable):

Who was alerted first?:

When was the incident acknowledged?:

Who else helped? What time did they join in?:

List the tasks that were performed and the time they occurred:



Which tasks made a positive impact?:

Which tasks made a negative impact?:

Which tasks had no impact on restoring service?:

Who executed specific tasks:

Record of conversations that were had during the incident:

What kind of information was shared:

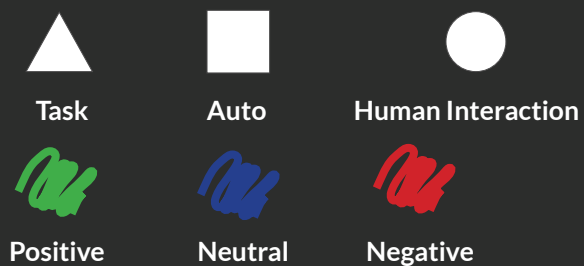


Visual Incident Timeline:

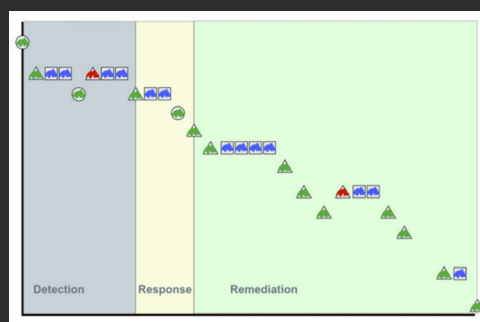
Relationship of tasks to processes and their impact on time to acknowledge and time to recover. The x-axis represents time. The yaxis indicates the evolving state of recovery efforts, an abstract construct of recovering from a disruption. Values are implied and not tied to any previously mentioned severity or incident category. Positive tasks drive the recovery path down and to the right.



Key:



Example:



Overall Learnings:

Contributing Factors to the Incident:

Action Items:

Get everything you need with the VictorOps out-of-the-box Post-Incident Review report! Sign up for your own 14-day free trial to start easily aggregating all of the notes, logs, and other data you need for a useful and detailed post-incident review.