

Post-Incident Review Meeting Checklist

Use this checklist to prepare, run and close a blameless post-incident review. Tick each item as you go.

Before the meeting

- ☐ The incident meets your review trigger, and the review is booked within a few working days.
- ☐ A facilitator is named. Ideally not the person who led the response.
- ☐ Alerts, dashboards, deploy and change history, and chat logs are exported.
- ☐ All timestamps are converted to one timezone, and the timezone is stated.
- ☐ A draft timeline has been sent to attendees in advance.
- ☐ Impact figures are agreed with whoever owns the customer data.
- ☐ Attendees: responders, service owner, someone who can speak to customer impact.

Opening (first five minutes)

- ☐ State the purpose: understand what happened and decide what to change.
- ☐ State the ground rules: blameless, roles not names, curiosity over judgment.
- ☐ Confirm what this meeting will decide and what it will not.

During the review

- ☐ Walk the timeline and correct it. Mark gaps as unknown.
- ☐ At each decision point, ask what was known at the time.
- ☐ List contributing factors across technology, process and coordination.
- ☐ Record what went well and should be protected.
- ☐ Separate confirmed facts from hypotheses.

Agreeing actions

- ☐ Each action is specific enough that two people would agree whether it is done.
- ☐ Each action has an owner (a role or team), a due date and a verification step.
- ☐ Actions are ranked by risk reduction against effort.
- ☐ The list is short enough to finish alongside normal work.

After the meeting

- ☐ The postmortem document is finalized and approved by the service owner.
- ☐ Actions are entered in the team's normal work tracker.
- ☐ Open questions have owners and dates.

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A check is scheduled for when the actions fall due.

A summary is shared with teams who can learn from it.