

Postmortem

<LINK to the GitHub/Jira issue, if applicable>

<LINK to the incident report on your status page, if applicable>

<LINKS to the relevant server logs of the error>

What happened:

Include:

- A basic narrative of what happened
- Timing about when the incident occurred, when it was resolved, and any other key moments
- Any other relevant facts about what occurred

Impact on Customers

- Messages from affected customers
- Links to these conversations within your support system, if applicable

Lessons Learned & Next Steps

Include:

- Root causes of the incident
- Lessons learned about your team's processes, communication flow, or code
- Ideas for mitigating or avoiding incidents like this in the future