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# Post-Incident Review Template

## What is Post-Incident Review Template?

A Post-Incident Review Template is a structured framework designed to systematically analyze and document incidents within an organization, particularly in the context of enterprise architecture and IT service management. It encapsulates best practices for conducting thorough reviews following service disruptions or failures, aligning with methodologies such as TOGAF by promoting continuous improvement in architectural processes and service delivery. The template typically includes sections for incident description, impact assessment, root cause analysis, corrective actions, and lessons learned, enabling teams to not only address immediate concerns but also enhance resilience and prevent future occurrences. By implementing such a review process, organizations can foster a culture of transparency and accountability, ensuring that insights are captured and utilized to refine architectural strategies and governance.

template

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### AI Prompt: Post-Incident Review Template

Imagine you are a seasoned [Enterprise Architect] tasked with enhancing the resilience of your organization's application processes after a serious incident. Your goal is to create a comprehensive [Post-Incident Review Template] that facilitates learning and improvement. To achieve this, gather [input from stakeholders] including team leads and project managers to understand their perspectives on incident handling. Incorporate [example sections] such as incident description, impact assessment, root cause analysis, and improvement recommendations to ensure thoroughness. Be open to [adjustments] based on feedback, making the template adaptable for different types of incidents across various projects. Ultimately, aim for a [collaborative report] that not only documents findings but also fosters a culture of continuous improvement within the organization. Consider adding a section for [lessons learned] that highlights key takeaways and actionable insights to empower your team moving forward.

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# Post-Incident Review Template

## Incident Overview

- **Incident ID:**
- **Incident Name:**
- **Date of Incident:**
- **Time of Incident:**
- **Duration of Incident:**
- **Reported By:**
- **Affected Systems/Services:**

## Impact Assessment

- **Description of Impact:**
- **Business Units Affected:**
- **Number of Users Impacted:**
- **Financial Impact Estimate:**
- **Regulatory/Compliance Implications:**

## Incident Timeline

Incident Start
Notification
Investigation
Resolution
Incident End

## Root Cause Analysis

- **Root Cause:**
  - Human Error
  - Process Failure
  - System Failure
  - External Factors
  - Other (Please Specify):

## Response and Recovery

- **Actions Taken:**
- **Teams Involved:**
- **Tools/Technologies Used:**

## Lessons Learned

- **What went well?:**
- **What could be improved?:**
- **Best Practices Identified:**

## Recommendations

- **Immediate Actions Required:**
- **Long-term Improvements:**
- **Additional Resources Needed:**

## Follow-Up Actions

- **Action Item:**
  - **Responsible Party:**
  - **Due Date:**

## Review and Approval

- **Prepared By:**
- **Review Date:**
- **Reviewed By:**
- **Approval Date:**



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