

Post Incident Review

For severity 1 or 2 incidents a Post-Incident Review (PIR) will be coordinated as determined necessary by IT Services Management. Team selected will include a member from outside IT Services. The review will perform the following steps:

- Determine if PIR is required
- Schedule the review.
- Include the following topics in the discussion:
 - What happened
 - Issues involved
 - Resulting action items
- Document the proceedings of the review and produce two versions of a Post Implementation Review (PIR) document:
 - A high-level review for SMT if required and
 - An in-depth version to help drive improvement within IT Services.
- Assign and follow up on the action items, enlisting the help of other managers as needed