LucidSeal

Template: Post-Incident Reflection

Learn, adapt, and strengthen your digital foundations after an incident

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Change Log

Date	Author	Change	Version
2025-10-30	Bryan Chetcuti	Approved	V1.0

Template: Post-Incident Reflection

Tip for Use: *After resolving any disruption - big or small when something went wrong, almost went wrong, or exposed a gap in your digital trust practices - take 15 minutes to capture what happened, what worked, and what could improve. Sharing these reflections helps build organisational resilience and transparency over time.*

Basic Details

Incident title (A short, descriptive title)	*e.g. "Email sent to wrong recipient"*
Date of incident	
Date completed	
Completed by (Name and role of person recording the reflection)	
Reviewed by (Optional - manager, peer, or governance lead)	

What Happened

- Describe the event in plain language.
- Avoid blame - just explain the facts.

Example: "A member's contact details were accidentally included in an internal report that was shared externally."

Impact

Outline who or what was affected.

- Individuals,
- Systems,
- Operations,
- Reputation or trust

If none apply, note that too - “No direct impact identified.”

Immediate Response

List what actions were taken once the issue was noticed.

Example: “The report was recalled, and recipients were asked to delete it. The correct version was shared within an hour.”

Root Cause (Why It Happened)

Describe the underlying reason, not just the trigger.

- Was a control missing?
- Was a process unclear?
- Was a tool or training gap involved?

Learnings & Improvements

Capture what can be done differently next time.

- Add or adjust a process.
- Update documentation or training.
- Strengthen review steps or access control.

Follow-Up Actions

Action	Responsible	Due Date	Status

Reflection

- How did the team respond overall?
- What went well?
- What could be improved about the response process itself?

Communication & Transparency

- Was anyone outside the team informed (customers, partners, the public)?
- How was the message framed to maintain trust?