

Post-implementation review

Run this on every failed change, every rolled-back change, every emergency change, and every High-risk change. Ten minutes, written down, one owner per action.

Question	Answer
Change ID and title	
Did it achieve its stated outcome?	
Did it complete inside the planned window?	
Did it cause an incident or require rollback?	
Was the risk score accurate in hindsight?	
Was anything missing from the record (dependency, approval, test)?	
Would a standard template, a better test, or automation have prevented this?	

Actions

Every review produces at least one of these, with an owner and a date:

- ☐ New or updated standard change template
- ☐ Runbook or documentation update
- ☐ Monitoring or alerting gap closed
- ☐ CMDB or dependency record corrected
- ☐ Automation ticket raised
- ☐ Risk matrix or approval authority adjusted

If a review produces no action, either the change was genuinely fine or the review was not honest. Both are worth noticing.