

Workflow Automation Incident Runbook

Keep this runbook somewhere responders can access even when the automation platform is unavailable.

Workflow and ownership

Workflow name and environment:	
Business purpose:	
Business-process owner:	
Technical owner:	
Connected-system owners:	
Vendor escalation contact:	
Support hours and response targets:	

Detection and impact

Health signals and expected baseline:	
Alert condition:	
First observed time:	
Affected transactions, customers, batches, or queues:	
Current severity:	
Potential financial, privacy, safety, or customer impact:	

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Triage

Confirm the alert is genuine:	
Identify the last known successful transaction:	
Preserve logs and failed records:	
Identify completed, partial, queued, and failed work:	
Check recent workflow, credential, dependency, and data changes:	

Containment

Condition that requires pausing new work:	
Safe pause procedure:	
Method for preventing duplicate processing:	
Approved manual workaround:	
Stakeholders to notify:	

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Recovery

Transient retry rule and maximum attempts:	
Replay starting point:	
Rollback procedure:	
Required approval before resuming:	
Validation that normal processing has resumed:	

Reconciliation

System of record:	
Expected population:	
Completed population:	
Missing, duplicated, or partially updated records:	
Owner and deadline for unresolved items:	

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Closure and learning

Business owner confirms the outcome is restored:	
Queued and partial work is reconciled:	
Root cause:	
Detection or response gap:	
Corrective action and owner:	
Runbook, alert, test, or workflow change required:	
Follow-up review date:	

Do not close an incident merely because the job starts running again. Confirm that the intended business outcome and all affected records have been restored.