

■ 5W2H Method Example: IT Industry

Production deployment failure causing service outage - 5W2H Analysis of incident

Analysis ID: 5W2H-IT-001 Date: December 14, 2025 Category: Operations Status: In Progress Priority: High

■ 5W2H ANALYSIS	
WHAT	Production deployment of v2.5.0 caused 4-hour service outage. 50,000 users affected. API response failures, database connection errors.
WHY	Database migration script had syntax error not caught in staging. Staging environment used different DB version than production.
WHERE	Production cluster PROD-US-EAST-1, Database server DB-PROD-01. Deployment pipeline: Jenkins → Kubernetes.
WHEN	December 13, 2025, 02:00 AM (maintenance window). Outage: 02:15-06:15 AM. SLA breach: 4 hours.
WHO	DevOps: A. Johnson (deploying), DBA: R. Chen (on-call), SRE: M. Kim (incident commander), VP Eng: notified 02:45 AM.
HOW	Code merge → CI/CD pipeline → Staging deploy (passed) → Prod deploy → Migration failure → Rollback attempt → Manual recovery.
HOW MUCH	Revenue impact: ~€45,000 (4 hrs × €11,250/hr). SLA credits: €12,000. Engineering overtime: €3,000. Customer trust: Impacted.

■ CORRECTIVE & PREVENTIVE ACTIONS							
#	Action ID	Action Description	Type	Responsible	Status	Priority	Due Date
1	M-IT-001	Sync staging database version with production immediately	Correction	DBA Team	Completed	High	Dec 14, 2025
2	M-IT-002	Implement automated DB version compatibility check in CI/CD pipeline	Prevention	DevOps	In Progress	High	Dec 21, 2025
3	M-IT-003	Add migration script dry-run step before production deployment	Detection	DevOps	In Progress	High	Dec 28, 2025
4	M-IT-004	Conduct post-mortem and share learnings with engineering team	Training	SRE Lead	Open	Medium	Dec 20, 2025
5	M-IT-005	Implement blue-green deployment strategy for zero-downtime releases	Prevention	Platform Team	Open	Medium	Jan 31, 2026

■ **DISCLAIMER:** This example is based on fictional data for educational purposes only. Any resemblance to actual companies, persons, or events is purely coincidental.