

Post-incident review

NORTHWIND / INCIDENT INC-042 / SYNTHETIC SCENARIO

A queue configuration change delayed request acknowledgements for 38 minutes. No request records were lost. The review focuses on contributing conditions and corrective work.

What happened

Time (UTC)	Event	Evidence	Effect
09:10	Queue change applied	Change log CH-014	New acknowledgements wait
09:18	Delay alert raised	Queue-age monitor	Operations investigates
09:36	Previous config restored	Recovery log	Queue drains
09:48	Service verified	Delivery checks	Normal operation resumes

Contributing conditions

The change passed a basic send check, but the test did not include a backlog. The monitor detected delay; the runbook lacked the configuration rollback step. These are sample observations, not a finding about a real system.

Next actions

- Engineering: add a backlog case to the change check.
- Operations: rehearse the documented rollback.
- Service owner: verify the actions in the next review.