Workflow failure review



We review one automation’s run history and document its three leading failure modes.

Who it helps

Operations and systems owners

The problem to solve

Repeated automation failures are hard to diagnose when the team only sees individual error messages.

Working through the brief

1. **Review run history**

   Gather the agreed inputs. Workflow configuration, sample run history and access to an approved test space.

2. **Group failures by cause or symptom**

   Track “Failed run category” and “Evidence from history” together so the reviewer can connect the source information to the result.

3. **Rank three leading patterns**

   Use the findings to rank repairs by recurring impact and agree which incidents need further evidence.

4. **Check the scope at handover**

   Platform, AI usage and connector subscriptions are separate.

Worked example

A workflow stops after a source field changes. Trace the affected step and identify which records require manual review.

Read the service scope / AUT-019

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