CONFIDENTIAL REPORT

Torch Interview Analysis

Julian Varma

Interviewee	Julian Varma (julian.varma@example.invalid)
Level	Infrastructure lead
Unit	Infrastructure Operations
Interview Date	November 12, 2026
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Extraction assessment

Fictional example showing the structure of captured knowledge. Not a real customer case. Check replication health and pending writes. Confirm the affected service, incident owner and current processing load before selecting the recovery procedure.

PROCESS SUMMARIES

Summary of each process extracted from the interview.

Service Recovery: Unexpected Replication Delay

When the standby falls outside the approved recovery range, the team does not apply the usual promotion sequence. The on-call engineer escalates to the database owner, checks downstream queue status and follows the incident-specific recovery path.

Key decisions

- **Escalate before promoting an out-of-range standby.**
  Alternatives considered: Apply the usual promotion sequence, Wait for the database owner to confirm an incident-specific path
  Rationale: Pending writes and downstream queue state may change the safe recovery path.
  Outcome: The fictional interview identifies the escalation condition. No production recovery was performed.

Suggested follow-up questions

- Which approved runbook defines the recovery range for this service?

KNOWN GAPS

Points the expert said they do not know. They are not asked again in a follow-up interview.

- The expert does not own the current recovery threshold for this service.
  Ask instead: Database owner

ACCESS HANDOVER

Actions to hand over the access the work depends on, derived from the access map recorded in the interview. Torch never stores passwords or other secrets.

- Request monitoring and runbook access through the infrastructure access owner.
- Ask the incident coordinator to add the incoming on-call engineer to the incident channel.
- Transfer ownership references through the approved access workflow. No passwords, tokens or connection secrets are included.

OPERATIONAL KNOWLEDGE EXTRACTION

Overall Process Summary

Fictional example showing the structure of captured knowledge. Not a real customer case. Check replication health and pending writes. Confirm the affected service, incident owner and current processing load before selecting the recovery procedure.

Service Recovery: Unexpected Replication Delay

Check replication health and pending writes. Confirm the affected service, incident owner and current processing load before selecting the recovery procedure.

1. Confirm the affected service and incident owner in the incident channel. Ask the incident coordinator to record the scope before any recovery change.
2. Check replication health, pending writes and the current processing load. Compare the standby state with the approved recovery range in the service runbook.
3. When the standby falls outside the approved recovery range, the team does not apply the usual promotion sequence. The on-call engineer escalates to the database owner, checks downstream queue status and follows the incident-specific recovery path.
4. Ask the database owner to confirm the recovery action and its rollback conditions. Record the decision and the observations used to make it in the incident notes.
5. After the approved action, check replication state and downstream processing with the incident coordinator. Keep the incident open until the service owner confirms recovery.
6. Update the handover notes with the exceptional condition, the responsible roles and the approved runbook reference. Ask the database owner to resolve the remaining threshold question.

APPENDIX: FULL TRANSCRIPT

Fictional demonstration transcript

Torch: What happens when the usual recovery procedure does not apply?

Julian Varma: When the standby falls outside the approved recovery range, the team does not apply the usual promotion sequence. The on-call engineer escalates to the database owner, checks downstream queue status and follows the incident-specific recovery path.

Torch: Who confirms the next step?

Julian Varma: The database owner confirms the recovery path. The incident coordinator records the decision and checks the downstream queue with the on-call engineer.

Torch: Is there anything that should be clarified with someone else?

Julian Varma: The database owner maintains the current recovery range. That value needs confirmation from the service runbook.