

AquilaAI Incident Response Policy

This document outlines the procedures followed in the event of system incidents or service disruptions.

An incident is defined as any event that impacts system availability, data integrity, or response correctness.

Upon detection of an incident, the system is immediately flagged for investigation by the operations team.

Incidents are categorized based on severity:

- Low: Minor degradation with no data impact
- Medium: Partial service disruption
- High: System-wide outage or data-related issues

For high-severity incidents, customer notification is initiated within the defined SLA window.

Post-incident reviews are conducted to identify root causes and corrective actions.