Moved the document to [**https://takeofftech.atlassian.net/wiki/spaces/AG/pages/2982314005/Communication%2BRole%2Bduring%2BIncident%2BManagement**](https://takeofftech.atlassian.net/wiki/spaces/AG/pages/2982314005/Communication%2BRole%2Bduring%2BIncident%2BManagement)

There’s an intention to build the process of all Scrum Masters and Kanban Masters to be involved in the process of Incident Management and further activities related to production escalations to establish qualitative assistance for product teams and get back the trust of our clients.

Problems we are trying to solve:

1. Reported bugs from production got fixed (or not) communication with GM/retailer is lost, fixes are lost or delayed
2. Incident Managers are overloaded and often action points do not get to teams, sometimes they are not defined at all in RCA tickets
3. Incident Managers not always know whom exactly from teams involve to RCA meetings

How we can help to fix those:

1. Every Scrum Master and Kanban Master is fully accountable for establishing a process in his/her team to monitor any bugs escalated from production to their team. SM/KM helps the Product Owner and team to lead those escalated bugs through fixes (or hotfixes) and deliver them to prod as well as make sure this process is transparent to stakeholders.

* Domain channels in Slack (by GM), internal channel (by PO)
* OpsGenie for Sev1 (check if alerts only non-working hours) may be of help when it comes to source of information.

1. In case it’s not clear which team owns the problem, SMs/KMs whose teams participated in sev1, are participating on sev1 postmortems and collaborating together to understand who will own the problem and work further on its fix and RCA. Once clarified, step ⬆️ takes place.
2. Scrum Master in whose team escalation took place is responsible for being present at RCA/post mortem meeting and for making sure appropriate action items (correction actions) were taken down, tickets created in the responsible team, linked to the incident and labeled. The Board for RCA meetings to monitor the agenda: <https://takeofftech.atlassian.net/secure/Dashboard.jspa?selectPageId=10174#>
3. All the action items are labeled with *sev1\_rca*, a board is created to monitor those in progress for transparency. Scrum Master/Kanban Master of the relevant team is responsible for facilitating estimation and prioritization action items with the Scrum team. After the ticket (action point) is refined, Scrum Master helps the team and PO take it to work according to priorities and Team capacity.
4. If there’s a problem with prioritizing corrective actions in the team (between engineering and product parties), Eng Lead or Architect should be involved in the triage event.

Meetings where SMs/KMs required to participate to help Incident Managers:

1. **The post-mortem/RCA meeting** - the one specifically scheduled for verifying specific incidents, making sure there’s a team who got the ownership for resolving it as well as participating further in Sev1 RCA - Lessons debrief.
2. **Sev 1 RCA - Lessons learned debrief** - learnings from post-mortem/RCA meetings of the past week. All SMs/KMs participating in postmortems, should be participating in Lessons learned debrief.

* Re “Document to be moved to Confluence”, you are referring to the working document about SMs/KMs responsibilities and such? Yes, that sounds good to me.
* Re “to review the dashboard”, absolutely, we’ve had slow movement on corrective actions coming out of the Incidents for lack of anyone acting as shepherd for those actions… that will have a huge positive impact.
* Re “Teams will be notified on sev1 via OpsGenie”, unfortunately many Incidents occur outside of normal Takeoff working hours, so we’ve asked all Eng teams who are responsible for a Production critical workflows to have a rotation in Opsgenie which can be used to contact them. So, there may be one of two Eng teams today who **don’t** have such a rotation, but their service is not required for Takeoff service to provide basic functionality for the Clients/MFCs, all the rest have rotations.

Here is the list of teams with populated on-cal rotations as I see in Opsgenie:

Aubergine Software\_schedule Participants: Grigory Glushko

Aubergine\_schedule Participants: Vsevolod Chumakov

Cobalt\_schedule Participants: Vladyslav Kiriushkin

Customer Centric Engineering\_schedule Participants: Tyler Catlin, Lam Nguyen

Denim\_schedule Participants: Oleksandr Volynets

Emerald\_schedule Participants: Yaroslav Kitaroha

Hunter\_schedule Participants: Yaroslav Babych

Indigo team schedule Participants: Denis Klymenko

Lime schedule 2021 Participants: Daria Pogulaeva

Maroon \_schedule\_from\_May19 Participants: Mariia Gorobets

Mint\_schedule Participants: Sergey Yashchenko

Navy\_schedule Participants: Alexander Tihonruk

Oxford\_schedule Participants: James Wang

Rouge\_schedule Participants: Michael Goudzenko

Sapphire\_schedule Participants: Ruth Morrison

Sky\_schedule Participants: Angela Vyduta

Tiffany\_schedule Participants: Artem Hrytsaienko

amethyst\_on\_call Participants: Alex Bonassera

fulfillment orchestrator\_schedule Participants: Bryan Weber

During an Incident, it’s responsibility of either Tech Support or Incident Manager to sent an Alert to pull a particular team into the Incident.

Takeoff has not been consistent with our methods, many individuals still @ the persons they think who is on-call in Slack… however, we should not be using this method as not all team members have Slack to alert them whenever they are referenced.