**Profle title**

**🎭 Incident roles & responsibilities**

List the current incident response roles at your company. If you don't have defined incident roles, check out [this resource](https://www.atlassian.com/blog/opsgenie/incident-response-roles-in-opsgenie) to learn more about common setups.

|  |  |  |
| --- | --- | --- |
| **Role** | **Owner** | **Responsibilities** |
| Major Incident Manager (MIM) | @ mention the Owner here | e.g.,   * Assess the severity (service and customer impact) * Escalate to the appropriate people on-call * Track changes, decisions, and fixes (and confirm final fix) * Hold a post-incident review meeting * Decide if a public post-mortem is needed |
| Communication Officer | @ mention the Owner here | * Quickly identify the incident status * Pull in appropriate departments needed for communications * Provide public and internal updates * Decide the appropriate communication channels |
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|  |  |  |

## 📤 Incident communication channels

Establish how and where you'll communicate updates to relevant audiences during an incident.

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| --- | --- | --- | --- |
| **Communication channel or tool** | **When do we use it?** | **Who or which departments should use it?** | **How do we use/access it?** |
| Where are you communicating with your customers? (e.g., Service desk, Statuspage, Twitter, email, chat tool) | What type of incidents do we use this for? (e.g., only incidents with x amount of customer impact, only incidents that last x hours long, Sev 1, 2) | Who is authorized/trained on communicating from this channel? (e.g., Product Marketing, Communication Lead) | Instructions on how to use it, how to get access/login info for it, etc. (e.g., Password, Ask for user account) |
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|  |  |  |  |

## 📋 Incident stage templates

The following are templates that can be sent as status updates during each phase of an incident. Go to [this page](https://www.atlassian.com/incident-management/incident-communication/templates) to better understand how to write template copy. Templates are written generically and can be used as such if necessary, but it's helpful to add relevant details during an incident.

|  |  |
| --- | --- |
| **Incident stage** | **Template copy** |
| Investigating |  |
| Identified |  |
| Monitoring |  |
| Resolved |  |

## ✨ Incident values

Even the most comprehensive incident response plan lacks guidance for more subjective, nuanced situations that can and will arise when $#\*! hits the fan. Incident values act as a north star for aligned decision making during incident response. Feel free to use Atlassian's incident values or work with your team to create your own! Want to learn more? [Run our incident values workshop with your team](http://www.atlassian.com/team-playbook/plays/incident-values).

|  |  |
| --- | --- |
| **Company value** | **Explanation** |
| Detect | We know there is a problem before our customers do. |
| Respond | Escalate, escalate, escalate (and communicate with customers). |
| Improve | $#!% happens, clean it up quickly. |
|  |  |