Using incidents to level up your teams

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Incidents **broaden your horizons**

Incidents teach you to build things that **fail gracefully**

Incidents are a chance for **blue sky thinking**

Incidents teach you to make systems **easier to debug**

Incidents **build your network**

Incidents are a chance to
learn from the best

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How do we make incidents **accessible?**

Declare **lots of incidents**
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Encourage everyone
to **participate**
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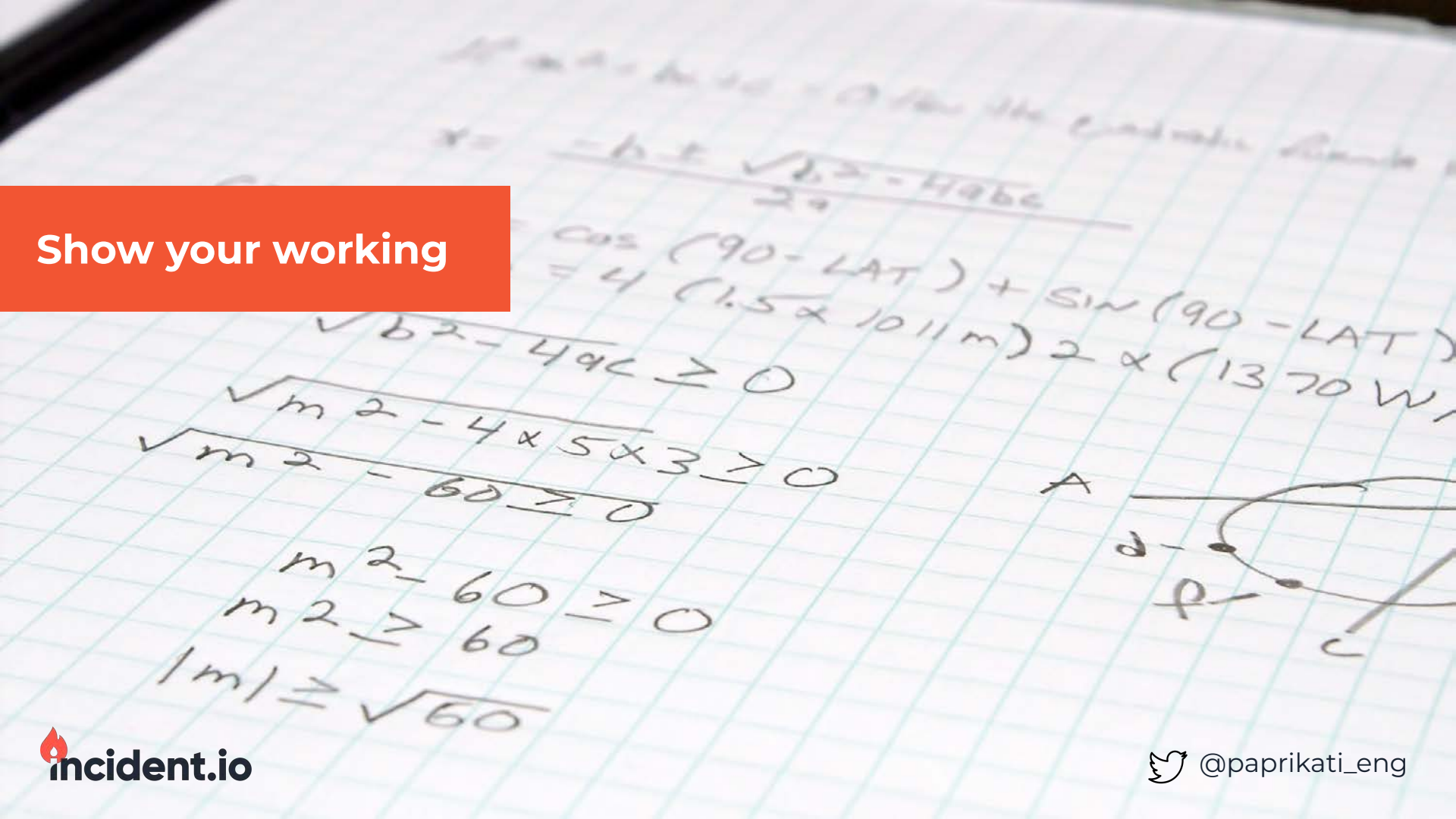
Show your working



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Watch out for anyone
playing the hero

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Thanks for listening

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