

# RESPONDING TO CRITICAL INCIDENTS



## Monitoring

- The #critical-incidents Slack Channel sends an alert to Production Owners (PO) and Digital Team Leads when there is a critical incident

## Notification

- PO opens a Help Desk ticket
- Digital Teams Leads notify the appropriate developers
- PO notifies marketing & business via email

## Resolution

- PO opens a Microsoft Teams call for developers and Team Leads
- PO invites other teams as needed
- Issue is worked on until solved

## Documentation

- Developers issue a Root Cause Analysis document
- PO notifies marketing & business via email once all systems are online

## Post-Mortem

- PO schedules a postmortem meeting with digital teams and stakeholders
- Future monitoring and preventative measures are explored