

Incident Response Example Checklists



Start of Incident: Mobilize Response

- ☐ Join the #incident-war-room and Zoom call
- ☐ Announce self as Incident Commander
- ☐ Acknowledge the incident
- ☐ Assign deputy
- ☐ Assign scribe
- ☐ Confirm liaison present
- ☐ Confirm SMEs present
- ☐ Run lic responders to get list of oncalls on Slack



Incident Response Loop

- ☐ Size-up the situation
 - ☐ What's wrong?
 - ☐ Which systems are affected?
 - ☐ Is this affecting multiple systems?
 - ☐ What's the customer impact?
- ☐ Stabilize the incident
 - ☐ What actions can we take?
 - ☐ Was there a related change or deploy?



Reminders during an Ongoing Incident

- ☐ Suggest people leave call if they are not required
- ☐ SME, Scribe, Comms handoff to avoid fatigue
- ☐ Incident Commander Swap
 - ☐ Ask deputy to take over
 - ☐ Summarize status
 - ☐ Announce change in command



Incident Resolved

- ☐ Notify customers of resolution
- ☐ Scale down the response
 - ☐ Direct all follow up to #incident-followup
 - ☐ Announce end of incident call
- ☐ Resolve the PD incident
- ☐ Create the postmortem
 - ☐ Assign postmortem owner
- ☐ Send email to incident-reports@pd.com