Service Degradation Notification Template (Internal Staff)

Internal Communication Channel: #incident-updates (Slack/Teams)

[INCIDENT] - [P-Level: P0/P1/P2] - [Brief Service Name] Impairment

Incident ID: [INC-YYYY-MM-XXX]
P-Level: [P0 / P1 / P2]
Incident Commander (IC): [IC Name]
Start Time: [HH:MM] AST

1. Initial Assessment (Within 5 Minutes of Declaration)

Status: Confirmed Incident. Investigation is active.
Affected Services: [List all affected services, e.g., Core Workflow Engine, US-East Data Store, Internal CRM API]
Client Impact: [Brief internal summary, e.g., High-volume clients are seeing transaction failure rates increase by 10%]
Root Cause Hypothesis: [e.g., Recent configuration change deployment; Unexpected scaling event.]

2. Actions and Mitigation (Ongoing)

- **[HH:MM] AST:** IC established command and assembled the core response team.
- **[HH:MM] AST:** Operations Lead executing **Backout Plan A** (rollback recent config change).
- **[HH:MM] AST:** Communications Manager initiated external notification process for P1/P0.
- **[HH:MM] AST:** [Technical update on monitoring/diagnosis].

3. Status Update (Every [15/30] Minutes)

[HH:MM] AST: Update on technical progress. Example: Rollback completed. Monitoring is showing initial stabilization in latency metrics. Waiting for a 15-minute stable window before confirming resolution.

4. RESOLVED / RESTORED

[HH:MM] AST: The Incident Commander has declared the service RESTORED.
Root Cause (Tentative): [Brief description of the cause, e.g., A bug in the new rate-limiter service caused premature connection termination.]
Next Steps: All teams stand down. P-Level 1 incidents require a mandatory Post-Mortem

meeting within 48 hours.

Thank you to the response team for the quick MTTR.