Name:_____ Date:_____

```
                              ┌──────────────┐
                              │   Incident   │
                              │    Begins    │
                              └──────┬───────┘
                                     │
                              ┌──────┴───────┐
                              │   Incident   │
                              │   detected   │
                              └──────┬───────┘
                                     │
                              ┌──────┴───────┐
                              │  L1 On-call  │
                              │   Engineer   │
                              │ Acknowledges │
                              └──────┬───────┘
                                     │
                              ╱──────┴──────╲
           ┌── P0 Incident ──╱ Assessment of ╲── P2 Incident ──┐
           │                 ╲    Impact     ╱                  │
           │                  ╲──────┬──────╱                   │
           │                     P1 Incident                    │
           │                         │                          │
     ┌─────┴─────┐            ┌──────┴──────┐            ┌───────┴──────┐
     │  Appoint  │            │ Appoint or  │            │ L1 as        │
     │ Incident  │            │ L1 as       │            │ Incident     │
     │  Manager  │            │ Incident    │            │ Manager      │
     └───────────┘            │ Manager     │            └──────────────┘
                              └─────────────┘
```

P0 Incident branch (left column):

Appoint Incident Manager
- Incident Manager → Ops and General Slack Channels notified
- L1 Oncall Engineer → Begin Incident resolution

Ops and General Slack Channels notified → Ops Incident Created and Tracked → Update Status page

Begin Incident resolution → Update Status page

Update Status page — 30 minutes — Incident Resolved?
- No → (loop back to Update Status page)
- Yes → Ops and General Slack Channels notified / Ops Incident Updated

Ops and General Slack Channels notified → Issue closed on Status page → Incident Manger / Marketing decide on need for further customer communication

P1 Incident branch (center column):

Appoint or L1 as Incident Manager
- Incident Manager → Ops and General Slack Channels notified
- L1 Oncall Engineer → Begin Incident resolution

Ops and General Slack Channels notified → Ops Incident Created and Tracked → Update Status page

Begin Incident resolution → Update Status page

Update Status page — 60 minutes — Incident Resolved?
- No → (loop back to Update Status page)
- Yes → Ops and General Slack Channels notified / Ops Incident Updated

Ops and General Slack Channels notified → Issue closed on Status page

P2 Incident branch (right column):

L1 as Incident Manager → Ops and General Slack Channels notified → Ops Incident Created and Tracked → Update Status page → Incident resolution → Ops and General Slack Channels notified → Issue closed on Status page