RECAP

WHAT DID WE TALK ABOUT?

▸ Incidents are a good thing - there's a ton of data to learn from incidents

▸ We categorise incidents in 5 severities

▸ We alert when we breach a SLO

▸ We should have customer centric and service centric SLOs

▸ If possible we don't use Grafana Managed Alerts for alerting ;-)