**Form 22-10282 Alert Response Playbook**

**Monitoring Coverage**

* Controller: v0/education\_benefits\_claims
* Alerts sent to: #vfep-developer-support Slack channel
* Priority levels: P3 (server errors), P4 (traffic anomalies)

**Alert Types & Response Steps**

**1. Form Submission Failures (500 errors)**

When: Non-4XX error rate exceeds 50%

1. Check Datadog logs for specific error messages
2. Verify database connectivity
3. Review recent deployments/changes
4. Check form validation rules

**2. Email Confirmation Issues**

When: Errors in confirmation email sending

1. Verify VANotify service status
2. Check email template configuration
3. Verify feature flag status (form22\_10282\_confirmation\_email)
4. Review error logs for specific failure reason

**3. Excel File Generation Failures**

When: Daily file generation job fails

1. Check EducationForm::CreateDailyExcelFiles job logs
2. Verify file permissions and storage
3. Check email delivery to configured recipients
4. Review any retry attempts in ExcelFileEvent

**4. Abnormal Traffic Patterns**

When: Traffic anomaly monitor triggers

1. Check for unexpected spikes or drops in submissions
2. Review traffic patterns for potential issues
3. Verify form accessibility

**Escalation Path**

1. VEBT team notification via #vfep-developer-support
2. Escalate to platform team if infrastructure issues suspected
3. Engage VANotify team for email delivery problems

**Contact Points**

* Primary: VEBT team
* Slack: #vfep-developer-support
* Related: #vsa-education-logs