

The background features a vibrant blue gradient with subtle, concentric wavy lines. A diagonal band of lighter blue and green extends from the top right corner. The bottom right corner is dominated by a large, flowing shape in shades of purple, pink, and orange, resembling a stylized flame or a modern architectural element.

aws SUMMIT

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HCRT003

Don't Panic! Effective incident response

Tara King

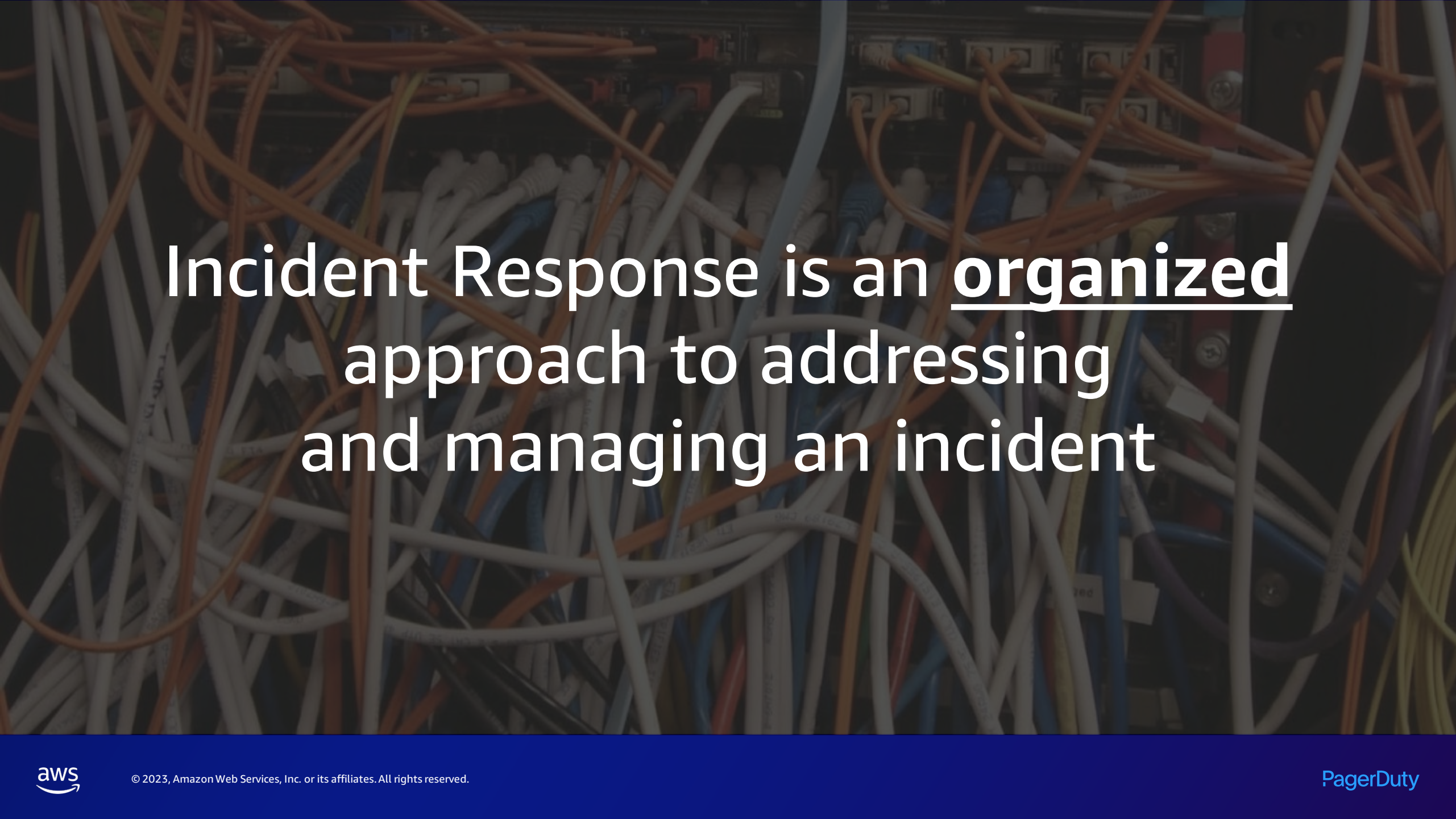
Director of Developer Relations
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Don't Panic! Effective Incident Response



Tara King
Director of Developer Relations
@sparklingrobots



Incident Response is an organized
approach to addressing
and managing an incident

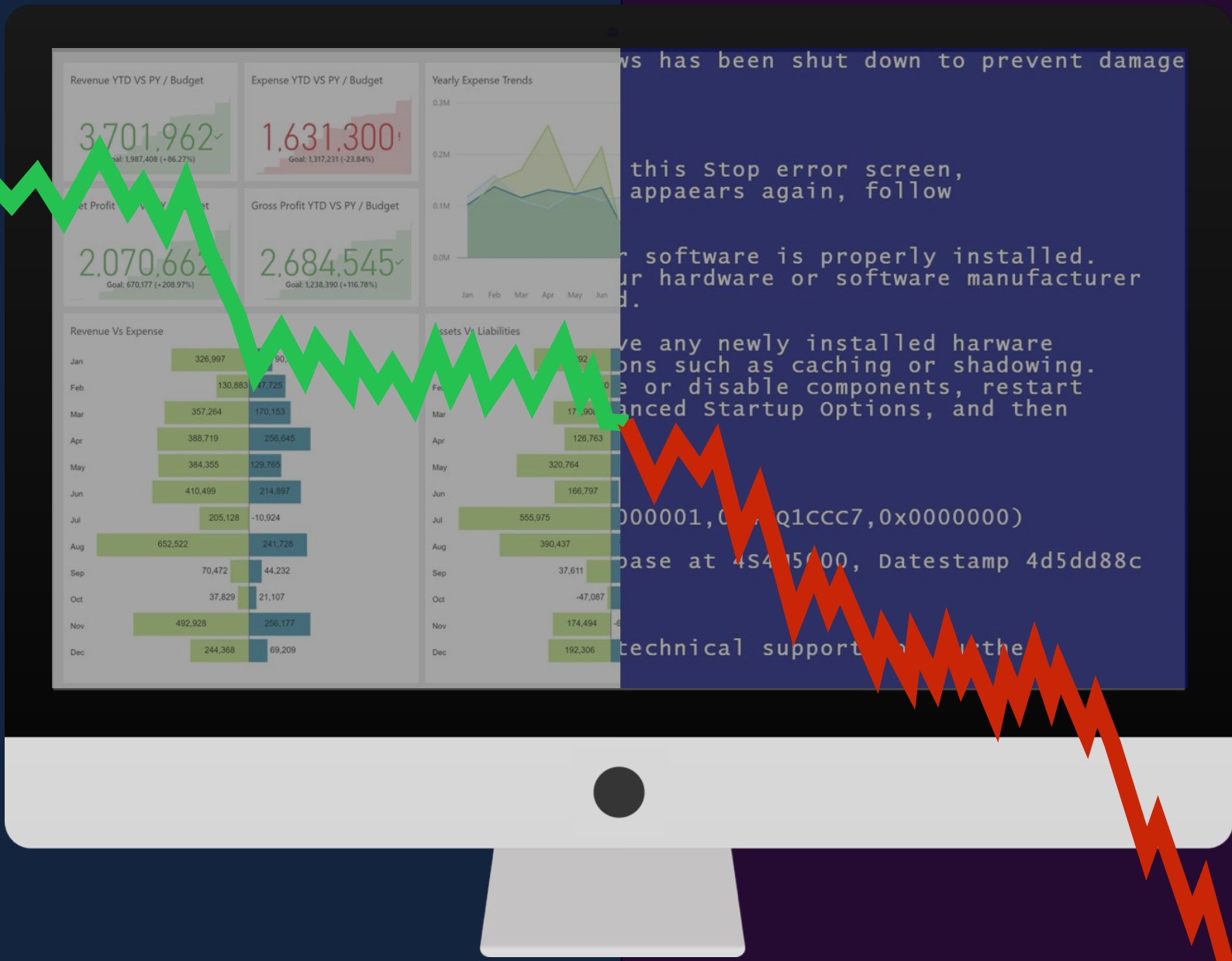
A photograph of a server rack unit on fire. The unit is a light-colored metal chassis with a black front panel. Bright orange and yellow flames are rising from the top of the unit. A black laptop is placed on top of the burning unit. In the background, other computer equipment, including a monitor and another server unit, are visible on a desk. The entire scene is dimly lit, with the fire providing the primary light source.

An incident is any unplanned disruption or event that requires immediate attention or action

A group of swimmers in red swimsuits are floating in a circle in blue water, viewed from above. The swimmers are arranged in a circular pattern, with their heads and arms visible above the water. The water is a deep blue color with some ripples. The text is overlaid in the center of the image.

**A major incident requires a
coordinated response between
multiple teams**

NORMAL



EMERGENCY

A close-up photograph of a red emergency button on a control panel. The button is circular and has a textured, slightly raised surface. It is mounted on a blue panel with other buttons visible in the background. The text is overlaid on the button.

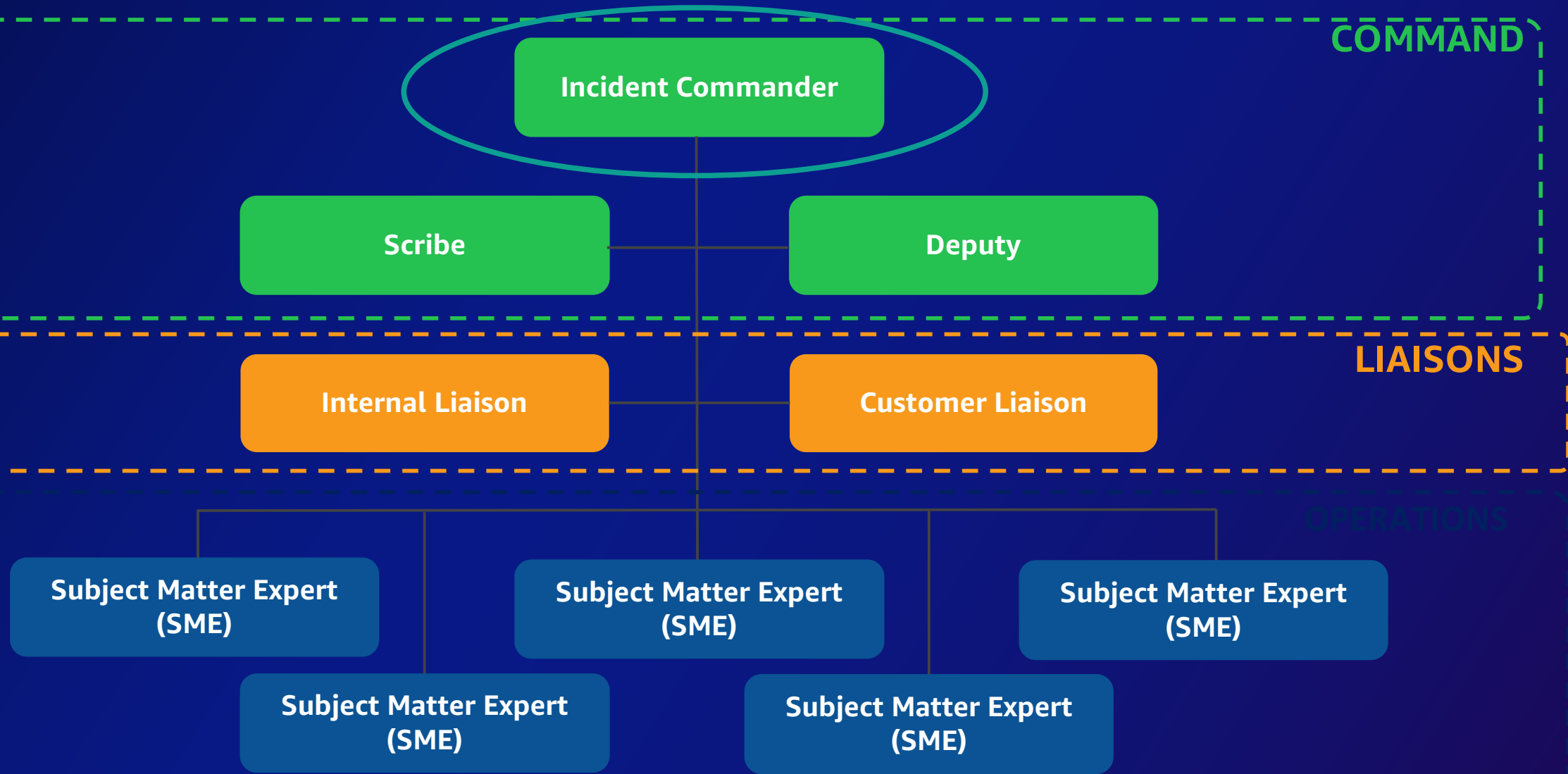
**Anyone can trigger the
Incident Response Process
at any time**

PREVENT

The Four Steps of an Incident



Roles of incident response



The Four Steps of an Incident





**How do I prepare to manage
incident response teams?**

Step 1: Create explicit processes and expectations

Step 2: Practice running major incidents as a team

Step 3: Tune your processes

Step 4: Make checklists



Don't neglect the postmortem

Summary

- Use the Incident Command System for managing incidents
- An Incident Commander takes charge during emergency scenarios
- Set expectations upward
- Work with your team to set explicit processes and expectations
- Practice, practice, practice!
- Don't forget to review and improve

response.pagerduty.com



Want to try PagerDuty for free?



Thank you!

Tara King

Director of Developer Relations
PagerDuty



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session survey