**SOP for unplanned failovers:**

If we start receiving alerts indicating a Production or Namespace outage and there is no email communication from the platform team regarding any planned activity, please take the following actions:

1. Create a P2 incident and assign it to the platform team.
2. Include the oncalls and Chris Soulis in CC.
3. Continue following up until a Root Cause Analysis (RCA) is provided.
4. Validate the namespaces to ensure they are up and functioning as expected.





