

Incident Tasks (Remediation)

Last updated by | Shawn Schoenrock | Aug 28, 2023 at 8:56 AM PDT

Any follow-up action discovered during the incident process should be added as task under the Remediation tab. Tasks should be assigned to a suitable team member.

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Adding Tasks to Incidents

1. Select the Remediation tab

Incidents > IR-39: Incident management process demo

ACTIVE SEV-3 (Moderate) Declared 5 days ago No impact

Add Chat Add Video Call Install Tools

Overview Timeline Remediation Response Team BETA Notifications

2. Describe the new task under Incident Follow-Ups

Incident Follow-Ups (0 of 0 completed)

Describe new task here and feel free to add assignees @[teammate name]

+ Create Task

3. Click Create Task

Incident Follow-Ups (0 of 0 completed)

Create KB article

+ Create Task

4. Assign team member and set an appropriate due date

DESCRIPTION	DUE DATE	ASSIGNEES
<input type="checkbox"/> Create KB article Created by Shawn Schoenrock on Aug 28, 2023, 8:43 am	Set Due Date	Assign To

Note: Assignees must have an active account in Datadog (see Onboarded to Datadog).

Completing Tasks

1. Click the description to edit

DESCRIPTION	DUE DATE	ASSIGNEES	
<div>Create KB article Created by Shawn Schoenrock on Aug 28, 2023, 8:43 am</div>	Aug 28 2023		

2. Add additional details including any links to associated work items and click save

☐ Create KB article

https://dev.azure.com/virtuoso/Infrastructure%20Engineering/_workitems/edit/191898

Save Cancel

Aug 28 2023

3. Check the box to complete the task

<input checked="" type="checkbox"/> Create KB article	Aug 28 2023	
<div>https://dev.azure.com/virtuoso/Infrastructure%20Engineering/_workitems/edit/191898</div> <div>Created by Shawn Schoenrock on Aug 28, 2023, 8:43 am</div>		

Note: The Incident Manager is ultimately responsible for ensuring all remediation tasks have been completed.