

Creating DataDog Incidents

Last updated by | Shawn Schoenrock | Aug 23, 2023 at 7:49 AM PDT

Virtuoso uses [DataDog](#) as the de facto incident management tool. All information pertaining to an incident should be captured within the declared [Datadog Incident](#), or in the corresponding [MS Teams Incident Channel](#).

Incidents can be created in [DataDog](#) with or without context. Incidents created with context will inherit all relevant tags. Incidents created without context (a.k.a. manual incidents) will require tags to be applied manually in order to [Categorize the Incident](#) correctly for future reference.

Once you declare an incident in [DataDog](#), you should see the following dialog.

Enter a short meaningful title for the incident. You will be unable to declare the incident without a title.

By default, you will be assigned as the Incident Commander. Any active Datadog user can be assigned as the Incident commander at this point. If a team member has never accessed Datadog, they cannot be assigned to the incident as either the commander or a responder.

By default, the incident severity level will be set to **Unknown**. Incidents should be declared with the proper [Severity Level](#).

Note: Incident severity can be changed after the incident is declared.

Declare Incident

Title *
Incident management process demo

Severity Level *

Unknown Investigation

SEV-5 Minor

SEV-4 Low

SEV-3 Moderate

SEV-2 High

SEV-1 Critical

Incident Commander
Shawn Schoenrock

Notifications
Recipients Enter names, emails, @handles...
Template Default

Notes & Links
Enter additional notes or paste links to graphs, monitors...

Cancel

Declare Incident

Help Docs |

Declaring an Incident

Declare an incident if:

- An issue is or may be impacting customers or services.
- You don't know if you should call an incident - notify other people and increase severity appropriately.

Recommendations:

- Estimate impact. By default, severity levels go from SEV-1 (Critical) to SEV-5 (Minor). In case of doubt, always choose the higher severity.
- Post to Slack in #it-incident. If business impact (site down for example) communication in #general.
- Notify the necessary people

> Severity Levels

> Status Levels

> Responder Types

While you can notify additional channels during the declaration process, it is probably best to send additional notifications later in the process (see [Escalating Incidents](#)).

https://virtuoso.visualstudio.com/Technology/_wiki/wikis/Technology.wiki/3696/Creating-DataDog-Incidents

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