

Azure DevOps Wiki - Incident Management Procedures

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Introduction

This article outlines the process for documenting and regularly updating the Incident Management procedures within the Azure DevOps Wiki.

Documentation Process

- The Incident Management procedures will be documented within the Azure DevOps Wiki.
- A dedicated section(s) or page(s) will be created within the Wiki for the Incident Management procedures.
- Documentation should be clear, concise, and accessible to all relevant team members.

Initial Documentation

The initial Incident Management documentation will include the following:

- Purpose and objectives.
- Roles and responsibilities of team members during incidents.
- Incident classification and severity levels.
- Incident reporting procedures.
- Escalation procedures.
- Incident resolution and closure procedures.
- Post-incident review and reporting.

Documentation Updates

- The Incident Management procedures shall be reviewed and updated at least annually or as needed.
- Updates may be triggered by changes in technology, organizational structure, or lessons learned from incidents.
- Team members are encouraged to suggest updates as necessary.

Review and Approval

- The Incident Management Policy shall be maintained with the Engineering Standards and changes to the Policy will follow the Engineering Standards update process.
- Changes and updates to the Incident Management procedures shall be discussed with relevant stakeholders.
- Once approved, changes to the Incident Management procedures shall be documented in the Wiki.

Version Control

- A version control system within Azure DevOps shall be utilized to track revisions to the Incident Management procedures.
- Each version should be tagged with a date and a brief description of changes made.

Awareness

- Team members shall be periodically notified and made aware of changes to the Incident Management procedures.
- Training sessions or awareness campaigns may be conducted as necessary.
- Awareness campaigns may include notifications or updates that are posted and published on the [Incident Management Team Channel](#)
- Team members who follow the Incident Management Wiki pages will be notified when changes or updates are made to the Wiki Page.