

Tooling Requirements

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- Child Pages
- [Instatus.com](#)
 - [Azure DevOps Wiki - Incident Management Procedures](#)
 - [MS Teams - Incident Channel](#)
 - [StatusPage.io](#)
 - [DataDog - Incident Management](#)
 - [Public Communication Template](#)

Tooling Requirements

The incident management process described here uses several tools.

- **Alerting and On-Call Management:** We use [PagerDuty](#) to manage on-call rotations and escalations. All personnel that have a PagerDuty account/duty are responsible for ensuring that their devices are operational and ring through any DND settings.
- **Chat room:** a real-time text communication channel is fundamental to diagnosing and resolving the incident as a team. At Virtuoso we use Microsoft Teams Channels.
- **Video Chat:** for many incidents, team video chat like Microsoft Teams Video can help you quickly discuss and agree on approaches in real time.
- **Incident Tracking:** every incident is tracked in [DataDog](#) which will be leveraged during post mortems
- **Documentation Tool:** we use Microsoft Teams to track all communications/notes.
- **StatusPage:** communicating status with both internal stakeholders and customers through [StatusPage](#) helps keep everyone in the loop.