

Incident Post-Event Activity

Last updated by | Justin Bryant | Aug 22, 2023 at 9:00 AM PDT

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Once the Incident has been successfully mitigated, [Incident Manager](#) updates [DataDog Incident](#) status to "Stable" and the team transitions onto any cleanup tasks and the postmortem.

We send final internal and external notifications when the incident is resolved.

- The internal notification will have a recap of the incident's impact and duration, including how many support cases were raised and other important incident dimensions, and clearly state that the incident is resolved and there will be no further notifications about it.
- The external notification is usually brief, telling customers that service has been restored and we may will follow up with a postmortem.

The final responsibility of the [Incident Manager](#) is to get accountability for completion of the postmortem.

- Create any request Incident Task items within the DataDog Incident, and assign Task Owners.
- Ensure all parties involved have added all of their documentation to the dedicated [DataDog Incident](#) for Postmortem.
- Schedule a Postmortem meeting with appropriate [Technology Product Teams](#) within **7 days** of incident closure

Once the above steps have been completed, [Incident Manager](#) updates [DataDog Incident](#) status to "Resolved"