

## Incident Notifications and Escalation

Last updated by | Drew August | Aug 29, 2023 at 8:52 AM PDT

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### Supported Notification and Escalation Channels

#### Responders

An individual that actively contributes to investigating an incident and resolving its underlying issue. The Incident Manager should add responders such as the person who responds to Teams or PagerDuty alerts or anyone that joins the Teams video call to assist. [Add Responders to DataDog Incident](#)

#### Email

Any valid email can be used to send out notifications from the DataDog Incident.

#### Technology Alerts Team Channels - Minor Incidents

Several **Teams** connectors have been configured as part of the [DataDog](#) integration with **Teams** to expose explicit routes for notifications to various **channels** within **Teams**. Currently, these **\*channels** live under the [Technology Alerts Team](#)

For example, to alert the Infrastructure Engineering team:

[TeamAlerts--Infrastructure](#)

#### PagerDuty Alert - Major Incidents and Escalations

The integration with [PagerDuty](#) has also been configured to expose routes via our paging platform. Each Virtuoso team has 2 virtual services: one for prerelease and one for production. Each of these virtual services exposes a route within [DataDog](#) to escalate to whoever is on-call for the target service.

For example, to alert the on call person in PagerDuty for a particular team:

For [it-infrastructure-pre-services](#), use route [@pagerduty-it-infrastructure-pre-services-int](#)

For [it-infrastructure-pro-services](#), use route [@pagerduty-it-infrastructure-pro-services-int](#)

### Sending Technology Alert Team Notifications (Minor Incidents)

1. Within in the DataDog incident, either click the **add** link from the **Overview** tab or add notifications directly from the **Notifications** tab

Incidents > IR-39: Incident management process demo

ACTIVE SEV-3 (Moderate) Declared 1 day ago No impact

Overview Timeline Remediation Response Team BETA Notifications

DECLARED Aug 23, 7:53 am

No Notifications were sent out + Add

No Pending Tasks + Add

What happened

Detection Method Unknown

Describe this incident in more detail...

Impact + Add

2. Add one or more recipients using the **channel** guidance above. Start typing "teams" for the list to start auto-filtering

New Notification

Add recipients, create your custom message or use a template.

Recipients

Enter names, emails, @handles...

Message Template

Default

Need a new template? [Manage in Settings](#)

Type `[[ ]]` to use incident template variables. Markdown supported.

Incident 39: Incident management process demo

Shawn Schoenrock (sschoenrock@virtuoso.com) notified you about this incident:  
Incident 39: Incident management process demo  
Status: ACTIVE | Severity: SEV-3 | Commander: Shawn Schoenrock

Cancel Save as Draft Send

Preview Email (example)

DATADOG

Incident 39: Incident management process demo

Shawn Schoenrock (sschoenrock@virtuoso.com) notified you about this incident:  
Incident 39: Incident management process demo  
Status: ACTIVE | Severity: SEV-3 | Commander: Shawn Schoenrock

[View Incident](#)

3. Click send

New Notification

Add recipients, create your custom message or use a template.

Recipients

teams-TeamAlerts--IT-Infrastructure X

Message Template

Default

Need a new template? [Manage in Settings](#)

Type `[[ ]]` to use incident template variables. Markdown supported.

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[View Incident](#)

Sending PagerDuty Escalations (Major Incidents)

- 1. Within in the DataDog incident, either click the **add** link from the **Overview** tab or add notifications directly form the **Notifications** tab
- 2. Add one or more recipients using the **channel** guidance above. Start typing "pagerduty" for the list to start auto-filtering

New Notification

Add recipients, create your custom message or use a template.

Recipients

pagerduty-its-infrastructure-pro-services-int

Message Template

Default

Need a new template? Manage in Settings

Type `[[ ]]` to use incident template variables. Markdown supported.

Incident 39: Incident management process demo

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Incident 39: Incident management process demo  
Status: ACTIVE | Severity: SEV-3 | Commander: Shawn Schoenrock

B I S |

Cancel

Save as Draft

Send

https://virtuoso.visualstudio.com/Technology/\_wiki/wikis/Technology.wiki/3740/Incident-Notifications-and-Escalation

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