

MS Teams - Incident Channel

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[Incident Response - Incident Team Channel](#)

Incident Channel Tasks

- 1. Immediately **Start a new post** with the incident details and pin it
 - Subject: Incident Details
 - Body: Link to Datadog Incident and [Triage Assessment](#)
- 2. Start video conference call by selecting the camera icon in the top right within the channel. Everyone involved in the incident response will join this call.
- 3. Additional posting as needed keeping in mind the following points:
 - The dedicated Teams Channel should also be used to record important observations, changes, and decisions that happen in unrecorded conversations.
 - The Incident Manager (or anyone on the incident team) does this by simply noting observations, changes, and decisions as they happen in real-time. It's okay if it looks like people are talking to themselves!
 - These notes are incredibly valuable during the postmortem when teams need to reconstruct the incident timeline and figure out the thing that caused it.

Internal Communication to Business

Create an [internal communication](#) to the [Service Incidents](#) channel under the [Virtuoso](#) Team.

DataDog Teams Integration

[How DataDog integrates with Teams](#) for notifications from DataDog Incident.