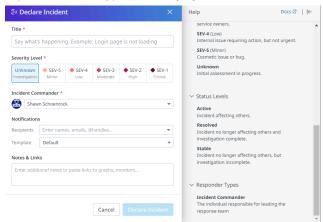
## **Creating DataDog Incidents**

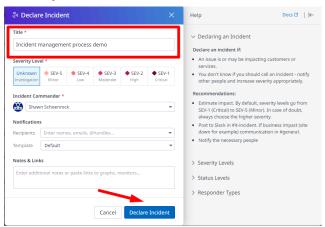
Virtuoso uses DataDog as a the de facto incident management tool. All information pertaining to an incident should be captured within the declared Datadog Incident or in the corresponding MS Teams Incident Channel.

Incidents can be created in DataDog with or without context. Incidents created with context will inherit all relevant tags. Incidents created without context (a.k.a. manual incidents) will required tags to be applied manually in order to Categorize the incident correctly for future reference.

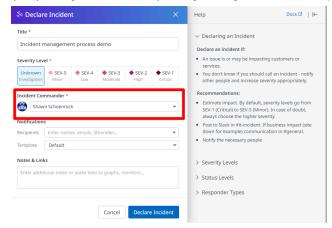
Once you declare an the incident in <u>DataDog</u>, you should see the following dialog.



Enter a short meaningful title for the incident. You will be unable to declare the incident without a title.

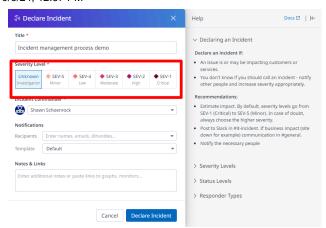


By default, you will be assigned as the incident Commander. Any active Datadog user can be assigned as the incident commander at this point. If a team member has never accessed Datadog, they cannot be assigned to the incident as either the commander or a responder.



By default, the incident severity level will be set to **Unknown**. Incidents should be declared with the proper <u>Severity Level</u>.

Note: Incident severity can be changed after the incident is declared.



While you can notify additional channels during the declaration process, it is probably best to send additional notifications later in the process (see Escalating Incidents).