Incident Management Playbook – Workplace-AI-Prompts

This playbook provides a structured, industry-acceptable incident management workflow integrated with chained AI prompts and template mappings. It is refined from best practices (ITIL, Atlassian, PagerDuty, ServiceNow) and enhanced with context-check guidelines and guardrails for reliability.

# 1. Detect & Log

Role: Reporter / Helpdesk

Objective: Capture incident details formally.   
Prompt: “You are Helpdesk. A user reports [description]. Log it with ID, time, reporter, severity hints.”  
Template: Incident Log (Excel/CSV)

# 2. Categorize & Prioritize

Role: Helpdesk / Triage Lead

Objective: Assign category & priority.   
Prompt: “Given this incident description & business impact [info], suggest category & priority (P1–P4) and rationale.”  
Template: Category & Priority fields in Incident Log

# 3. Assign / Escalate

Role: Triage / Team Lead

Objective: Route incident to correct resolver.   
Prompt: “Based on priority & affected system [info], decide assignment and escalation path.”  
Template: Assignment record

# 4. Investigate & Diagnose

Role: Resolver / Support

Objective: Explore root cause.   
Prompt: “Generate diagnostic steps: logs to check, systems to inspect, possible root causes for [incident].”  
Template: Investigation checklist

# 5. Resolve & Recover

Role: Resolver

Objective: Apply fix, test, and recover.   
Prompt: “Provide step-by-step resolution plan, test instructions, recovery steps, rollback plan.”  
Template: Resolution notes + Recovery checklist

# 6. Communicate & Update

Role: Incident Manager / Helpdesk

Objective: Keep stakeholders informed.   
Prompt: “Draft an update to stakeholders: current status, impact, next steps, ETA.”  
Template: Status update email/notice

# 7. Close & Document

Role: Incident Manager / Helpdesk

Objective: Capture closure & lessons.   
Prompt: “Generate final incident closure summary: what happened, root cause, actions, lessons, closure date.”  
Template: Incident Report template

# 8. Post‑Incident Review

Role: Review Team

Objective: Learn and prevent recurrence.   
Prompt: “Draft a post-mortem: strengths, weaknesses, action items, metrics, follow-up plan.”  
Template: Postmortem document

# Guardrails & Context Checks

Each prompt includes a context block with required fields: Role, Incident Context, Constraints. This ensures AI outputs are relevant, precise, and industry-compliant.  
  
• Do not share sensitive personal data in prompts.  
• Always validate AI outputs before official communication.  
• Escalate P1 incidents immediately; never downgrade priority after closure.  
• Keep communication professional and aligned with company policy.