$$F = m^* a$$

$$\sigma_{A\&B} < \sigma_{max}$$

$$F_{applied} = F_{??}$$

$$F = Force$$

$$\mu \geq \tan$$

$$m = mass\ of\ object$$

$$a = acceleration$$

$$\nabla^2 p + L_{32}\nabla^2\psi +$$

$$\nabla^2 p + L_{42}\nabla^2\psi$$

$$m_o^a$$

$$m_o^c$$

$$\frac{\partial p}{\partial t} = L_{11}\nabla^2 p + L_{12}\nabla^2\psi + L_{13}\frac{RT}{m_o^a}\nabla^2 m^a + L_{14}\frac{RT}{m_o^c}\nabla^2 m^c \qquad (31)$$

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What went wrong?

- **The alert wasn't announced in a channel**
- The actions taken to fix the issue were kept private
- Fixed the symptom not the cause
- No conclusion was drawn from the incident

Channels - Central

Channels - Exclusive

What went wrong?

- The alert wasn't announced in a channel
- **The actions taken to fix the issue were kept private**
- Fixed the symptom not the cause
- No conclusion was drawn from the incident
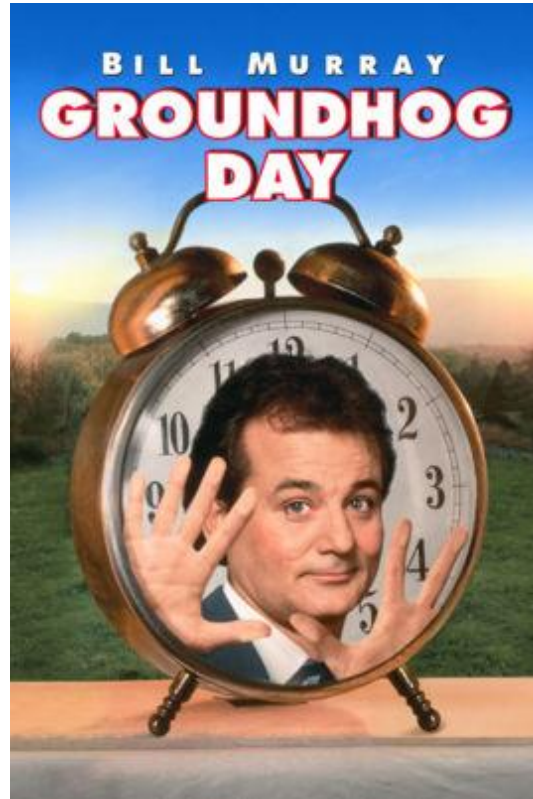
Announcing Actions

Roles

What went wrong?

- The alert wasn't announced in a channel
- The actions taken to fix the issue were kept private
- **Fixed the symptom not the cause**
- No conclusion was drawn from the incident

Getting to the Root Cause

Doomed to repeat

What went wrong?

- The alert wasn't announced in a channel
- The actions taken to fix the issue were kept private
- Fixed the symptom not the cause
- **No conclusion was drawn from the incident**

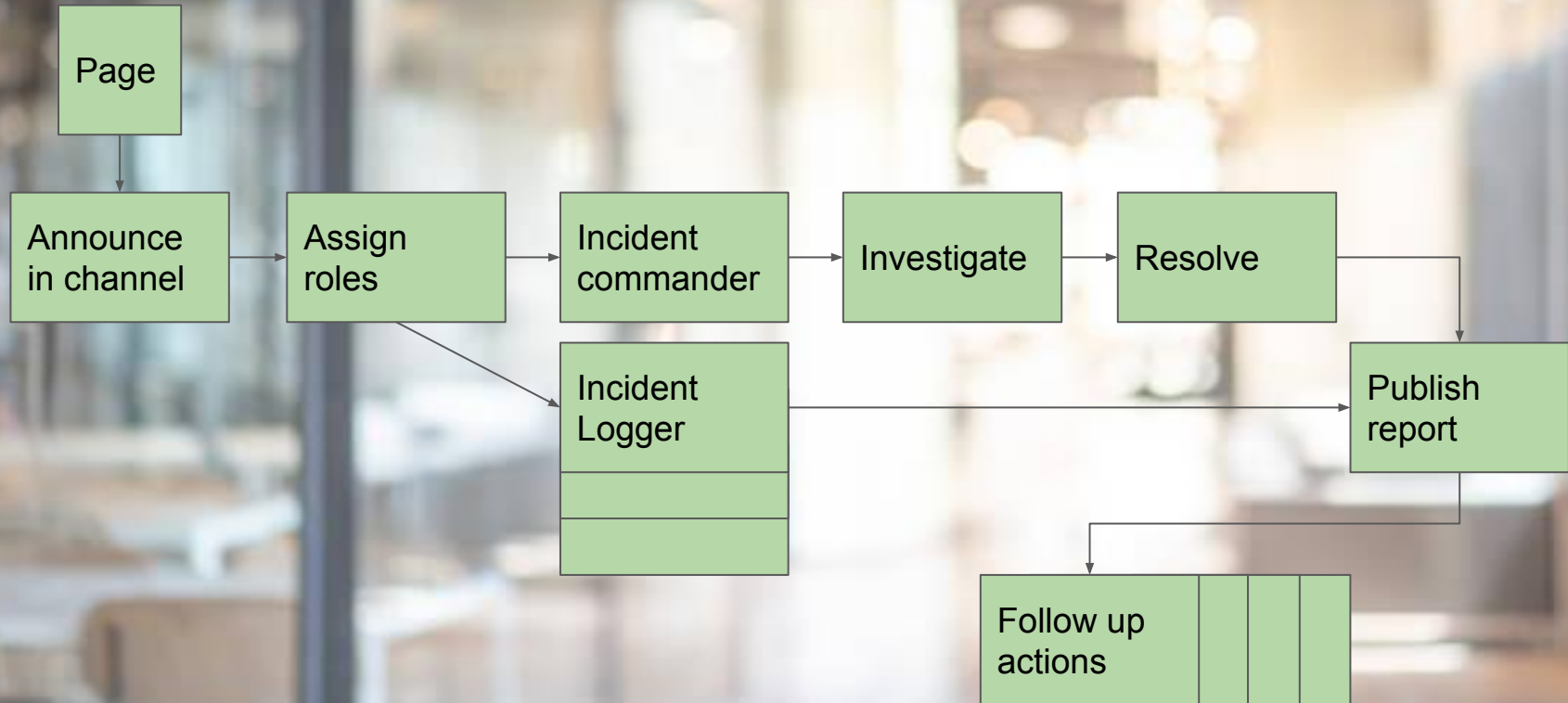# Incident conclusion - Quick

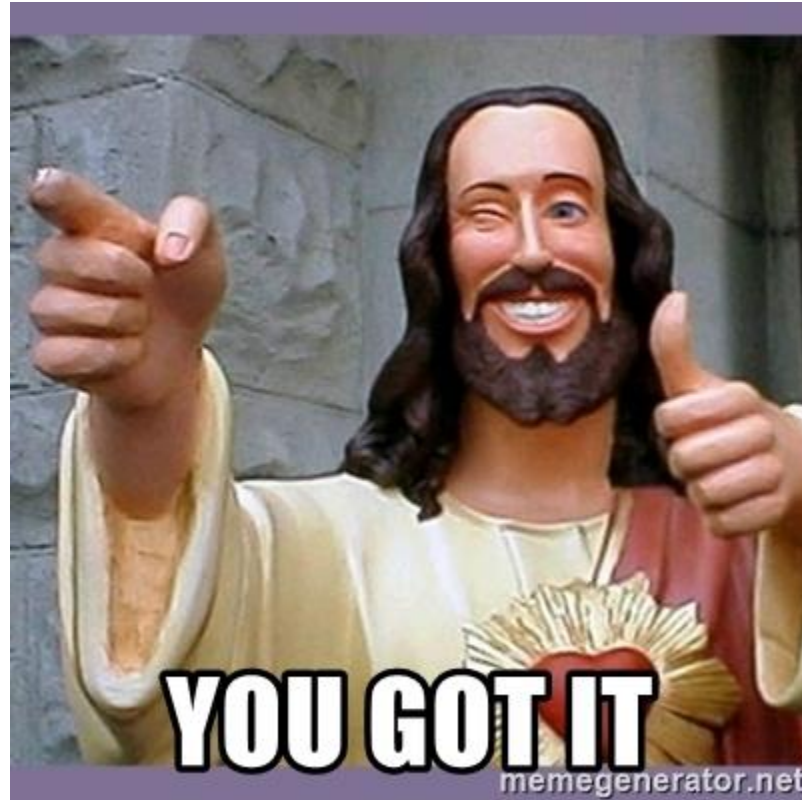# Incident conclusion - Blameless

Incident conclusion - Actionable

Incident conclusion - Public

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│  Page   │
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     ▼
┌──────────┐   ┌────────┐   ┌───────────┐   ┌─────────────┐   ┌─────────┐
│ Announce │──▶│ Assign │──▶│ Incident  │──▶│ Investigate │──▶│ Resolve │
│in channel│   │ roles  │   │ commander │   │             │   │         │
└──────────┘   └────┬───┘   └───────────┘   └─────────────┘   └─────────┘
                    │
                    ▼
               ┌──────────┐                                   ┌─────────┐
               │ Incident │──────────────────────────────────▶│ Publish │
               │ Logger   │                                   │ report  │
               ├──────────┤                                   └────┬────┘
               │          │                                        │
               ├──────────┤                                        ▼
               │          │                              ┌────────────────────┐
               └──────────┘                              │Follow up│ │ │ │    │
                                                         │actions  │ │ │ │    │
                                                         └────────────────────┘
```

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Thank you

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