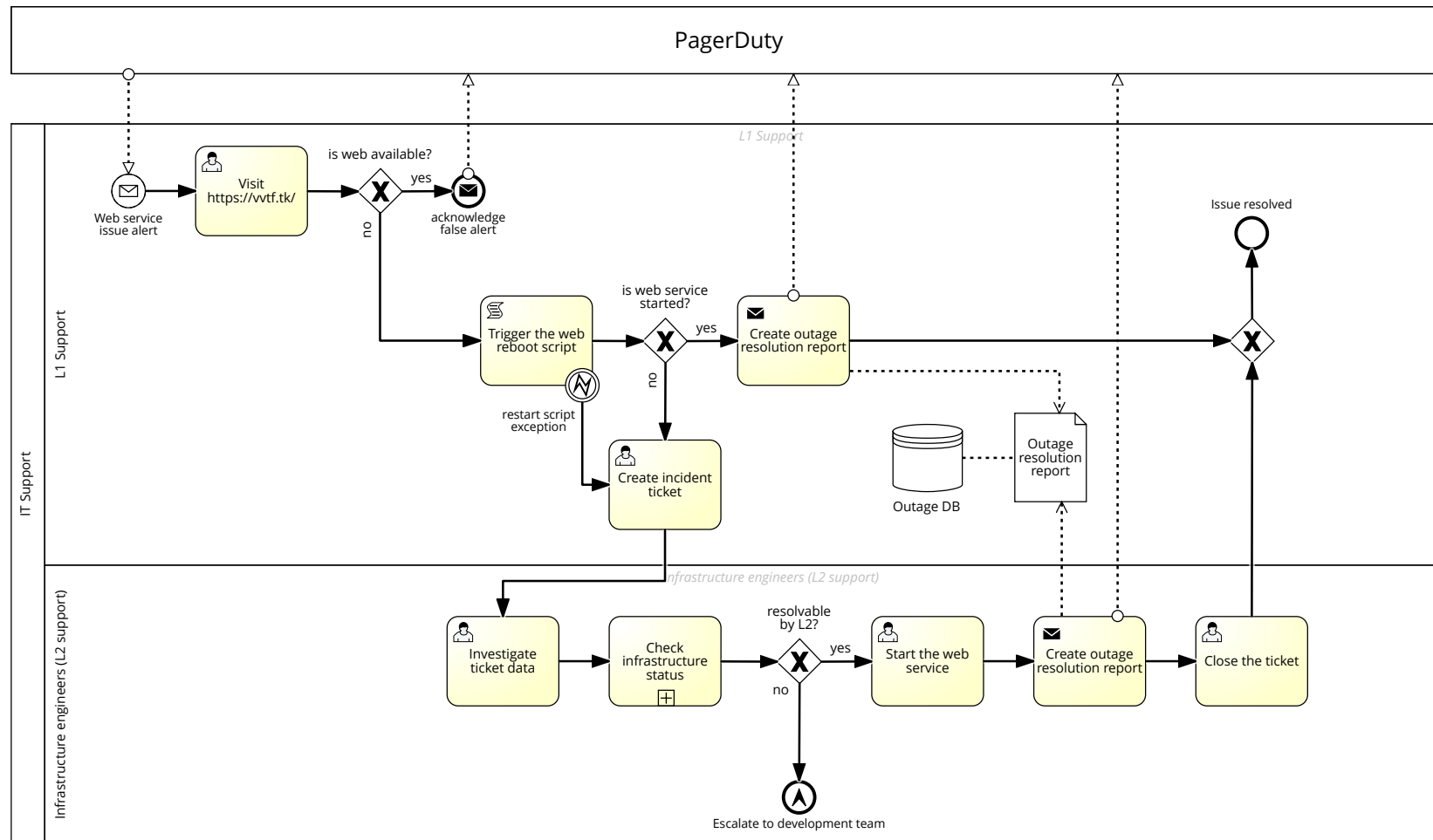


P4 Proces firefightingu



When PagerDuty detects outage of our website, it is sent as an alert to IT Support.

This process is used to "firefighting" of unavailable website, if the outage alert is not a false alert.

L1 Support tries to get the web working by executing an automated script. If such solution does not work, a ticket for L2 support is created and handled by L2 immediately. If L2 support is not able to resolve the ticket, it is escalated to dev team.