

Incident Response Checklist

This document is for incident first responders. First assess, escalate until the appropriate team is established, and take on the appropriate role.

Assess

For example: errors served, % clients impacted, or financial loss to the business.

If it takes more than a few minutes to assess, assume it is very bad and move on to escalation.

- What is the business-facing impact?
- What is the consumer-facing impact?

Dashboards to consult:

- [SignalFx](#) - error percentages, latencies
- [Splunk](#) - log lines

Escalate

Outages run longer and with worse outcomes when tackled alone. It's better to escalate a false alarm than fail to escalate a serious issue.

Page the following as appropriate:

- Secondary on-call
- Manager
- [Database Reliability Team](#) (#dba)
- [AWS Support Liaison](#)

Communicate

- ☐ Create a ticket in the ADS project with a brief description of the issue.
 - ☐ Add secondary and manager as watchers
 - ☐ Comment on ticket with major updates
- ☐ Consolidate triage communications to #ads-incident.
- ☐ Send email to ads-incident@ to liaise with financial stakeholders and downstream consumers of data.

Investigate and Fix

- ☐ [Ads Runbooks List](#)

Clean Up

- ☐ Send all-clear email to ads-incident@
- ☐ File follow-up ticket for postmortem and set yourself as the assignee