Incident Response

|  |  |
| --- | --- |
| Failure Scenario | Symptoms |
| Schema Changes | Data type errors, Transformation error, schema mismatch |
| Data source unavailable | Fail to load data into bronze |
| Destination load | Error writing to destination |

Trouble Shooting Procedure

Schema Changes:

1. View error message i.e orderDate not valid data type
2. Compare upstream schema to source schema
3. Fix schema issue
4. Re-run pipeline
5. Document

Escalation Matrix

|  |  |  |  |
| --- | --- | --- | --- |
| Severity | Examples | Who to escalate to | Response time |
| Low | Non-critical job failed | Data engineering | Within 24h |
| Medium | Repeated pipeline failure, data delay in dashboard | Pipeline owner | Within 2h |
| High | Customer facing dashboard broken | Data Engineering Lead | Within 15 mins |

Communication Templates

Incident Alert: Pipeline Failure {insert pipeline name}

Detected at: {time}

Affected Dashboard: {dashboard name}

Error Summary: {brief summary of error}

Current Status: {Investigating / Resolved / Partially Resolved}

Apologies for any delays caused