

# Get your 'Sheet' Together!

A guide for how to respond when things go wrong.

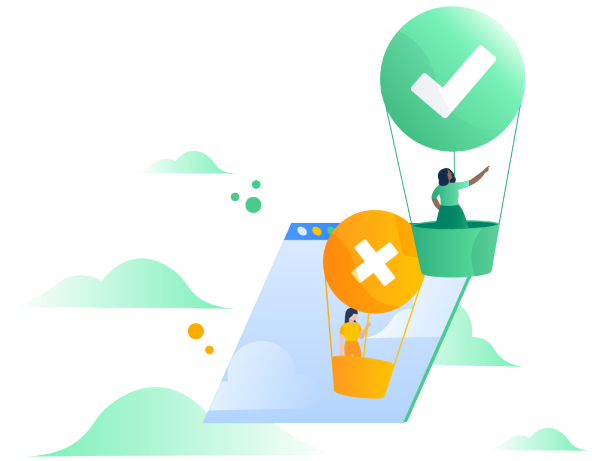
## DEFINING AN INCIDENT

An event becomes an 'incident' if any one of the following is true:

- 1.
- 2.
- 3.

## INCIDENT ROLES & RESPONSIBILITIES

Current incident response roles at my company:



Role	Who owns this role?	What are the core responsibilities?

Recommended roles to fill:

Role	Main point of contact	Backup contact	Core responsibilities
Major Incident Manager (MIM)			<ul style="list-style-type: none"><li>· Assess the severity (service and customer impact)</li><li>· Escalate to the appropriate people on-call</li><li>· Track changes, decisions, and fixes (and confirm final fix)</li><li>· Hold a post-incident review meeting</li><li>· Decide if a public post-mortem is needed</li></ul>
Communication Managers (internal & external)			<ul style="list-style-type: none"><li>· Determine the communication channels you will use for internal and external comms</li><li>· Draft external communications</li><li>· Send comms early and often throughout the duration of the incident</li><li>· Write post-mortem, if appropriate</li></ul>
Customer Support Lead			<ul style="list-style-type: none"><li>· Handle incoming support tickets, emails, phone calls, etc.</li><li>· Work with product, engineering, marketing, etc. to ensure accurate and consistent comms</li></ul>
Social Media Lead			<ul style="list-style-type: none"><li>· Work alongside support team to field questions on social media channels</li></ul>

## INCIDENT COMMUNICATION CHANNELS

Communication channel or tool Where are you communicating with your customers? (i.e. Service desk, Statuspage, Twitter, email, chat tool)	When do we use it? What type of incidents do we use this for? (i.e. only incidents with x amount of customer impact, only incidents that last x hours long)	Who should use it? Who is authorized/trained on communicating from this channel?	How do we use/access it? Instructions on how to use it, how to get access/login info for it, etc.	More info Other relevant links, notes, etc.

## INCIDENT TEMPLATES

The following are templates that can be sent as status updates during each phase of an incident. They are written generically and can be used as such if needed, but strive to add details as they become available.

**Investigating:**

**Identified:**

**Monitoring:**

**Resolved:**



## INCIDENT VALUES

Even the most comprehensive incident response plan lacks guidance for more subjective, nuanced situations that can and will arise when \$#\*! hits the fan. Incident values act as a north star for aligned decision making during incident response. Feel free to use Atlassian's incident values or work with your team to create your own! Want to learn more? Run our incident values workshop with your team: [www.atlassian.com/team-playbook/plays/incident-values](http://www.atlassian.com/team-playbook/plays/incident-values)

Atlassian Values	Detect: We know there is a problem before our customers do.	Respond: Escalate, escalate, escalate (and communicate with customers).	Recover: \$#!% happens, clean it up quickly.	Learn: Always blameless.	Improve: Never have the same incident twice.
Our Values					

