

Monitoring & Alerting Checklist

Incident Response Playbook Template

A quick-reference playbook for identifying, handling, and resolving incidents in tech operations.

Incident Severity Levels

P1 - System-wide outage (Immediate response)

P2 - Major feature down (< 2 hours)

P3 - Minor bug, workaround exists (24 hours)

P4 - Low priority, cosmetic (Resolve in sprint)

1. Detection

- Monitor alerts (CloudWatch, Grafana, UptimeRobot)
- End-user reports
- QA/internal testing

2. Acknowledgement

- Create ticket in Jira/ServiceNow
- Assign severity
- Notify on Slack/email

3. Containment & Mitigation

- Stabilise system (scale up, disable features)
- Isolate broken components
- Update internal/external stakeholders

4. Resolution

- Apply fix/config changes
- Monitor system health
- Validate stability

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5. Postmortem

- Draft timeline & RCA
- What went well vs failed
- Assign action items
- Share with team/executives

Communication Channels

- Slack #incidents Internal
- StatusPage.io External
- Appoint an Incident Commander

Incident Roles

Incident Commander Overall lead

Comms Lead Internal/external updates

Tech Lead Directs investigation

Scribe Logs and documents actions

Maintainer

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