IT/Dev CONNECTIONS

Lessons from the Fire Department

Incident Command for IT

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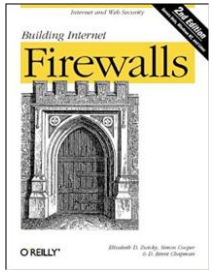

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Incident Response is a critical capability

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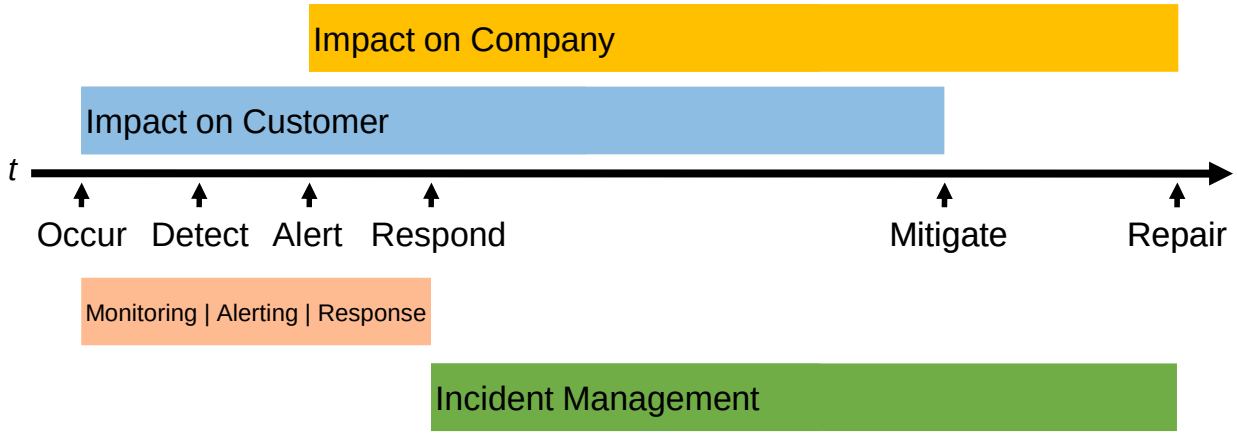
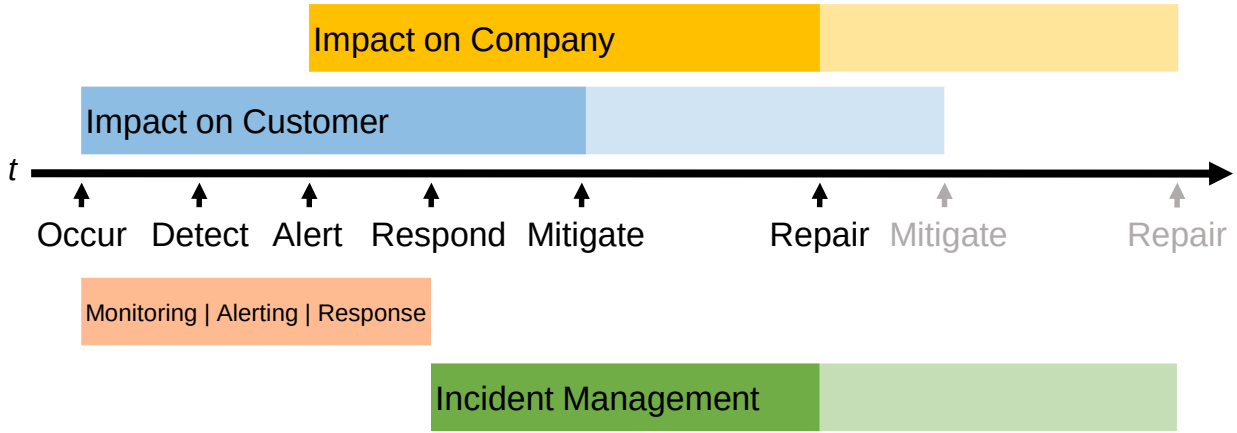
Incident Timeline



Incident Timeline



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Normal Operations vs. Emergency Operations

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It’s somebody else’s emergency

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Do your thinking in advance

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Measure your responses

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Dispatch vs. Notification

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Keep an eye on the clock

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Incident Command System works well for IT incidents

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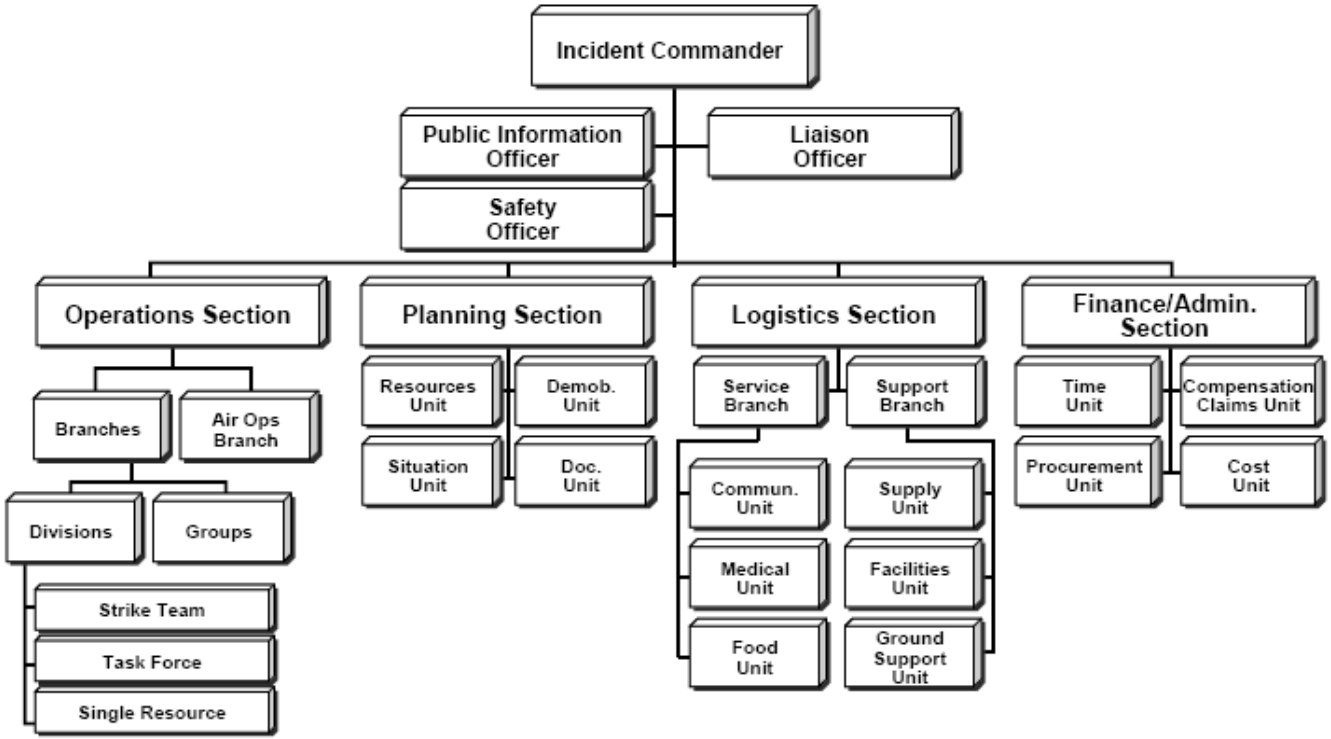
Key ICS Principles

- Modular & scalable organization structure
- Manageable span of control
- Unity of command
- Explicit transfers of responsibility
- Clear communications
- Shared action plans
- Management by objective
- Time management
- Comprehensive resource management
- Designated incident facilities

These are not the normal rules we work by, but they work better in an emergency

Canonical ICS Org Chart



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A few tweaks make ICS work even better for IT incidents

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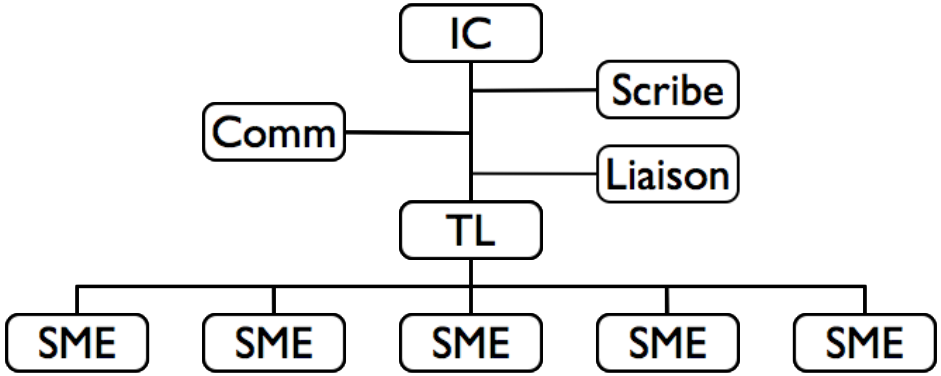
Org chart for IT incidents

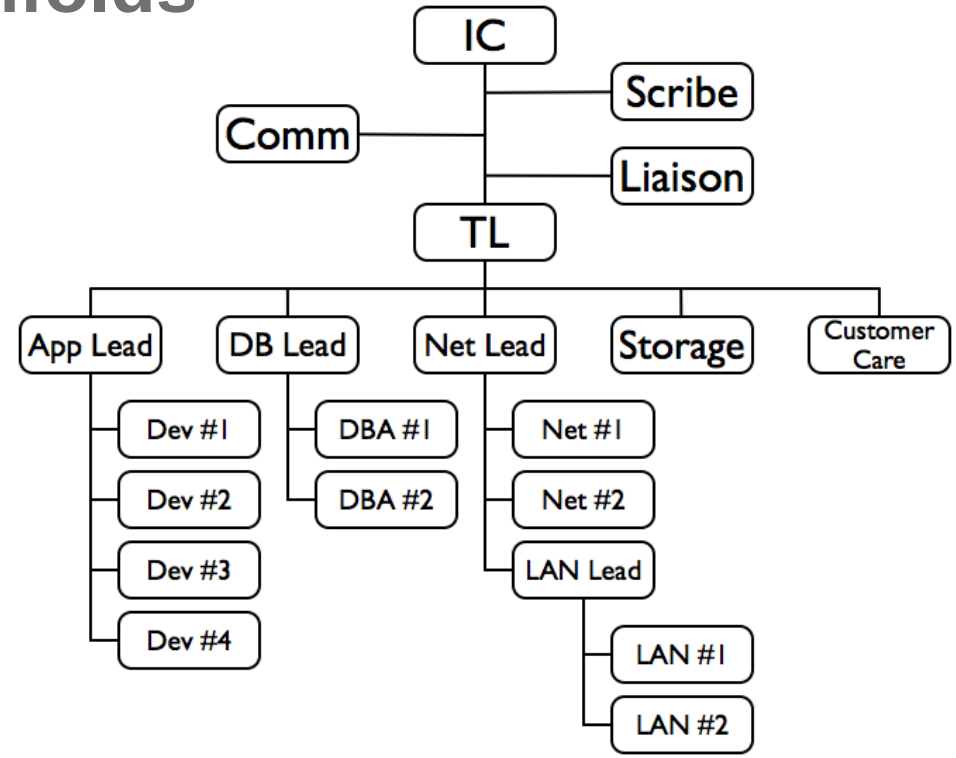


IC = Incident Commander

TL = Tech Lead

SME = Subject Matter Expert

Org chart grows as incident unfolds



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Focus on roles, not individuals

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Practice, practice, practice, then practice some more

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Text-based comm tools work better than phone bridges

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Channel-oriented chat works better than ad hoc multi-party chat

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Checklists are powerful and under-appreciated

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Blameless Postmortems are the key to improving over time

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Senior managers can inadvertently disrupt incident response

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Questions? More info…

Please contact me!

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Available for consulting, training, conferences, public speaking, and in-house presentations

These slides available at `j.mp/grtcrcl-181017`

PagerDuty Incident Response docs: `response.pagerduty.com`