



@v_hue_g



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There's no "I" in Learning from Incidents

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Learning from incidents allows you to get value out of them.

We can use an incident as a catalyst for helping you understand how you think your org works versus how it actually works.

“When the focus (...) is on learning, not just fixing, incident analysis makes a company better able to respond to future incidents.”

- Dr Laura Maguire



ASSIGN



ACCEPT



IDENTIFY



JELICIZE

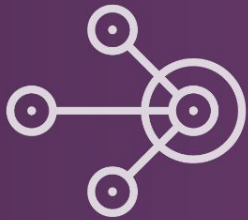


ANALYZE



INTERVIEW

The How We Got Here Investigation Process



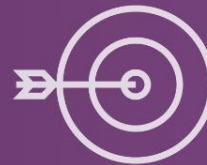
CALIBRATE



MEET



REPORT



MEET



FINALIZE



DISTRIBUTE

This seems kinda long....

The Basics

- The Setup
- The Prep
- The Group

The Setup



ASSIGN



ACCEPT



IDENTIFY

Assign



Identify - data sources?

Opportunity Data

Search and Filter

Clear Selected

All #incident-room

Becca Feb 18, 2021 at 12:01 PM
@Becca has joined #incident-room
Responder - Joins

Greg Snow Feb 18, 2021 at 12:03 PM
@Greg Snow has joined #incident-room
Responder - Joins

Natalie Light Feb 18, 2021 at 12:10 PM 1
getting lots of complaints about messages not sending @Becca can you confirm?
Communication - Benefit Information - Providing Alerts
Significant - Event Participant Follow-up
Detection - Early Warning Impact Narrative

Vanessa Huerta Granda Feb 23, 2021 at 5:32 PM
Natalie from Customer Support informs the channel that messages are not sending.

Close Builder

Narrative

X close

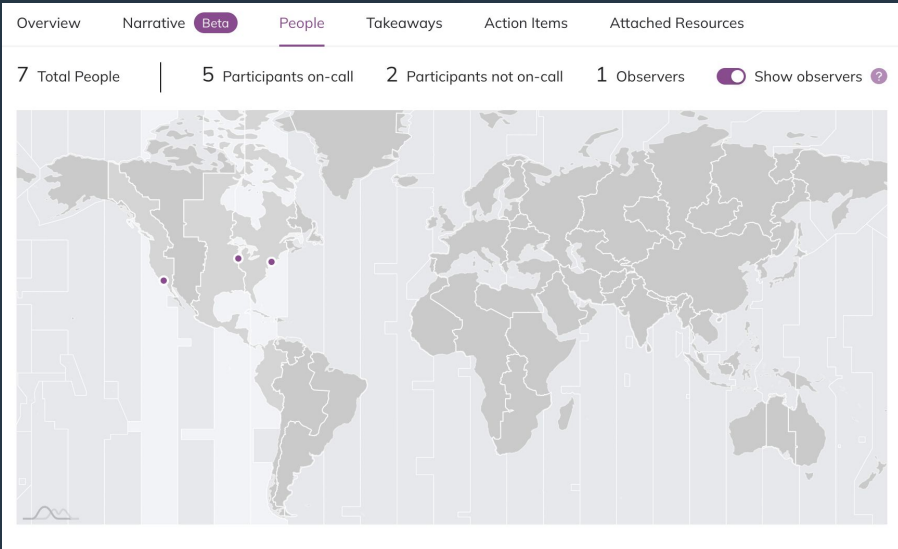
Tell the story of your incident by marking moments from the Detection, Diagnosis, and Repair phases, or by adding a Key Moment for any other relevant details.

Diagnosis
Identify activities & messages where participants are figuring out what happened: hypotheses, results from diagnostic tests, etc.







Repair
Tell the story of fixing the problem or minimizing impact: thinking up possible solutions, actions to repair, monitoring impacts of the fix, etc.

Key Moment
A flexible marker to help tell the story of the incident: planning external comms, the start of a Zoom call, new feature launch, etc.

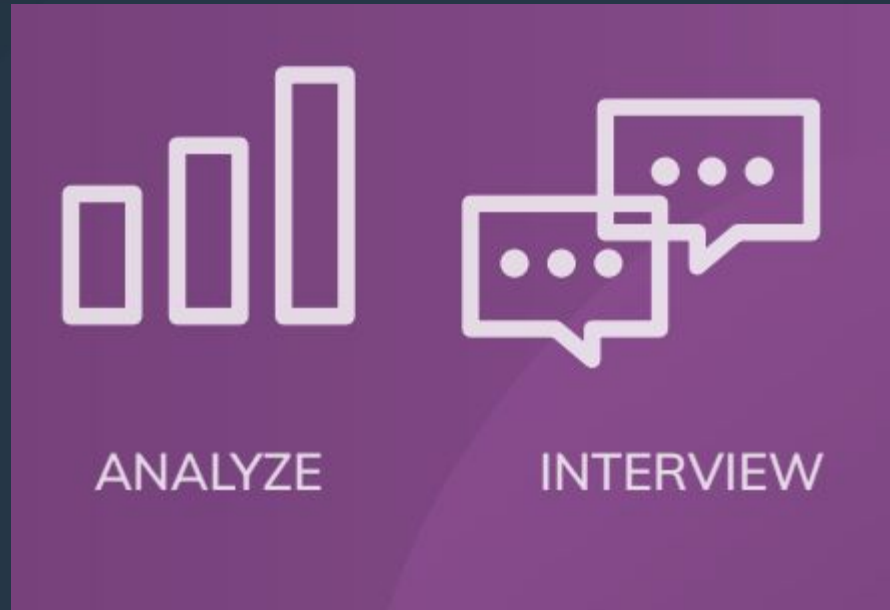
Identify - who was involved in the incident?



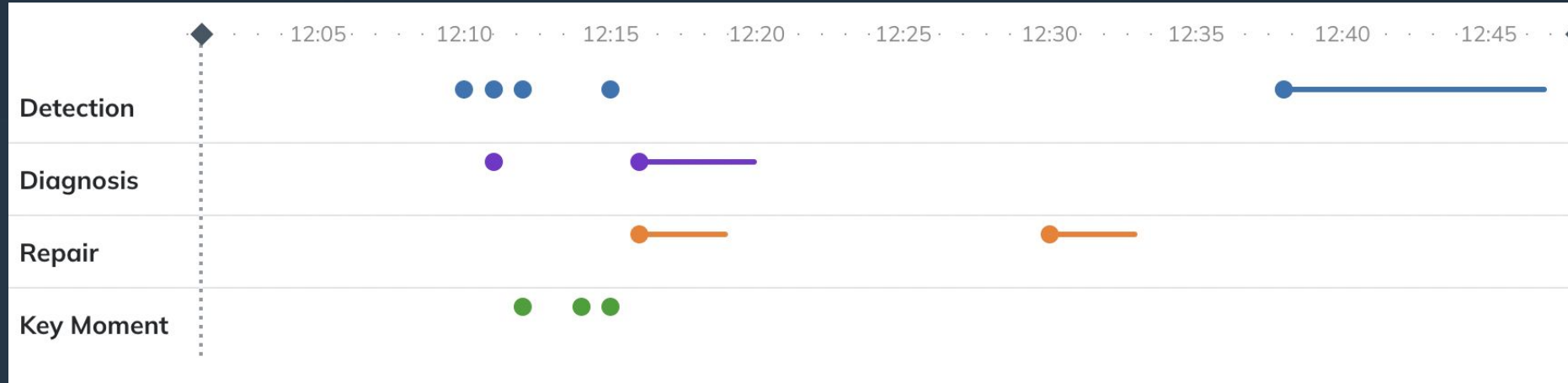
Search by name

Name	On-Call?	Role	Participation (word + reaction count)
 Melissa Sun	On call	Participant	<div style="width: 40%;"></div>
 Greg Snow	On call	Participant	<div style="width: 35%;"></div>
 Jen	On call	Participant	<div style="width: 25%;"></div>
 Maria	On call	Participant	<div style="width: 15%;"></div>
 Becca	Not on call	Participant	<div style="width: 10%;"></div>
 Natalie Light	On call	Participant	<div style="width: 10%;"></div>

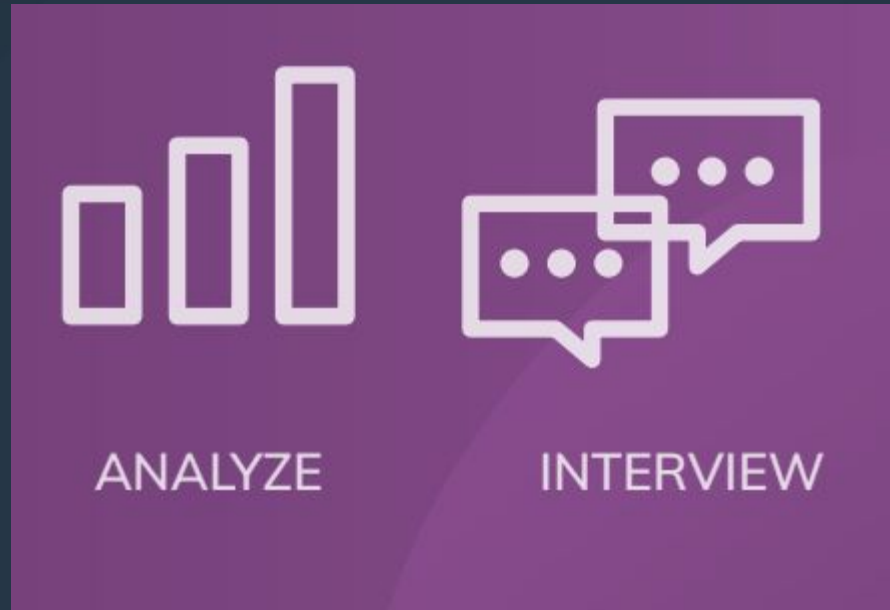
The Prep/Analysis



Narrative timeline



The Prep/Analysis



The Group



MEET



FINALIZE



DISTRIBUTE

**When it comes to post-incident work,
at the end of the day most of us want
to learn quality takeaways that can
help us grow as an org and not harm
the process**



The only “I” is the Incident

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Other Resources

- jeli.io/howie/welcome
- jeli.io/incident-analysis-101-ebook-download
- learningfromincidents.io