

DESIGNING

NEURO-INCLUSIVE

INCIDENT MANAGEMENT

Dianing Yudono
LDX 3 London 2026





**HIGHER AI ADOPTION
IS ASSOCIATED WITH
HIGHER LEVELS OF
SOFTWARE DELIVERY INSTABILITY**

DORA

State of AI-assisted Software Development 2025



Hi





53%

PEOPLE IN TECH IDENTIFY AS NEURODIVERGENT

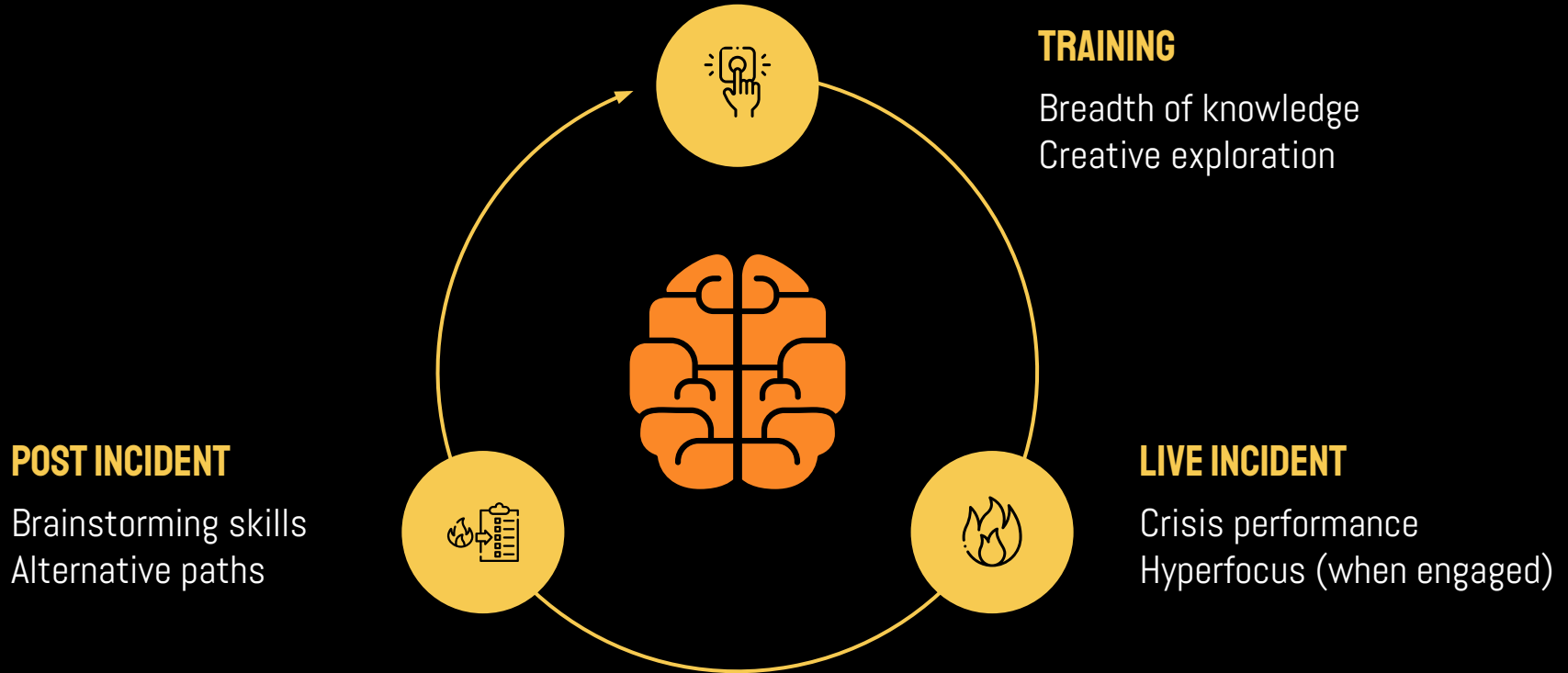
Tech Talent Charter - Diversity in Tech Report 2024, n = 500



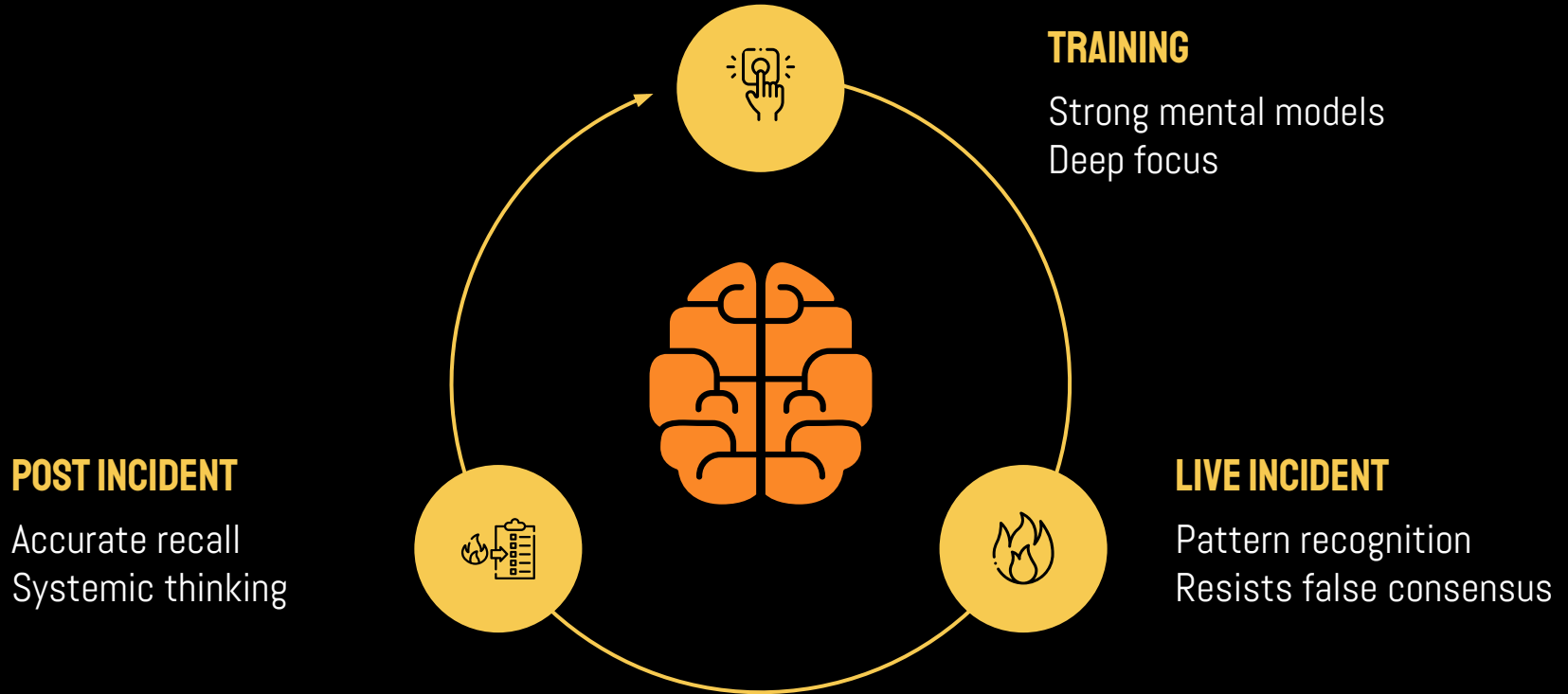
**THE NIGHT
YOU WERE
EVERYWHERE
AND NOWHERE**

Well, that was a bit dark!

ADHD STRENGTHS



AUTISTIC STRENGTHS



TRAINING



NEURO-INCLUSIVE INCIDENT TRAINING

Exercises

Not live incident

Declare an incident

Triage the severity

Run the incident

Escalate

Pause the incident

Do a handover

Close the incident

Do a post-mortem/debrief

NEURO-INCLUSIVE INCIDENT TRAINING

Lunch incident scenario



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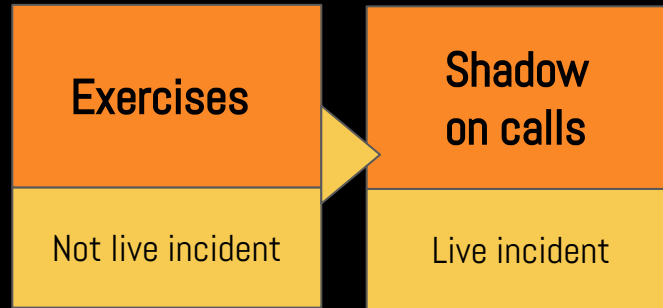
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NEURO-INCLUSIVE INCIDENT TRAINING

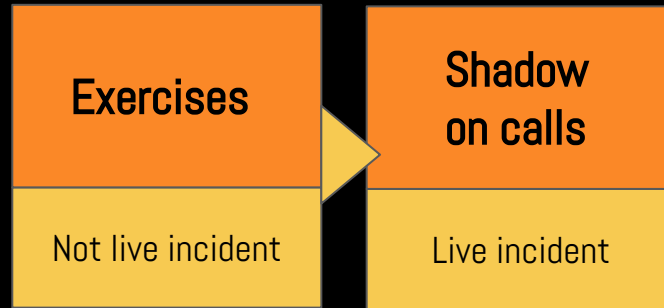
Lunch incident scenario



Declare an incident
Triage the severity
Run the incident
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NEURO-INCLUSIVE INCIDENT TRAINING

Lunch incident scenario



NOT ONLY FOR JUNIORS

- Declare an incident
- Triage the severity
- Run the incident
- Escalate
- Pause the incident
- Do a handover
- Close the incident
- Do a post-mortem/debrief

The image features a dark background with stylized, flowing flames in shades of orange and yellow on the left and right sides. The text "LIVE INCIDENT" is centered in a bold, orange, sans-serif font.

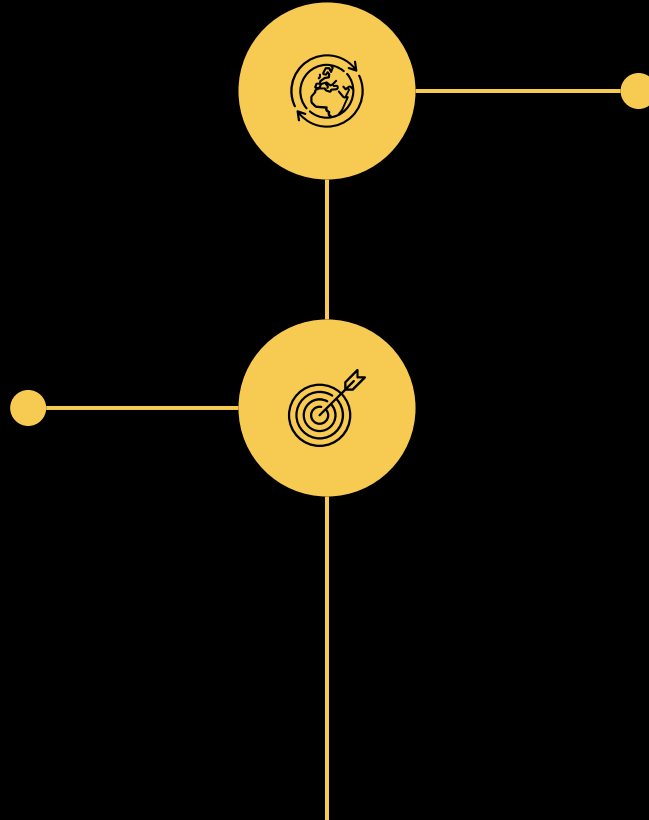
**LIVE
INCIDENT**

NEURO-INCLUSIVE LIVE INCIDENT

FOCUS

Separation of roles

Timebox vs self-pace

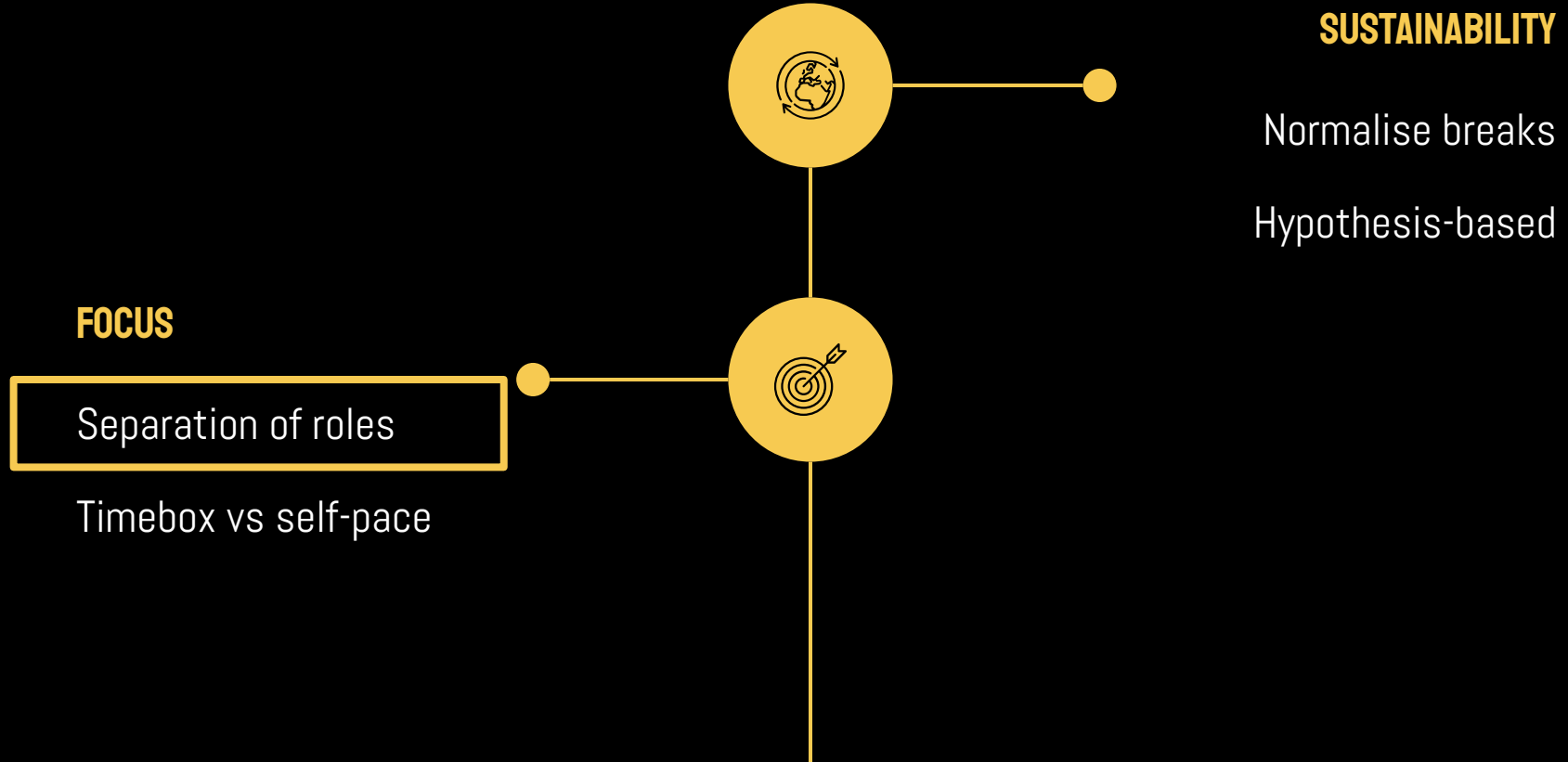


SUSTAINABILITY

Normalise breaks

Hypothesis-based

NEURO-INCLUSIVE LIVE INCIDENT



NEURO-INCLUSIVE LIVE INCIDENT



SUSTAINABILITY

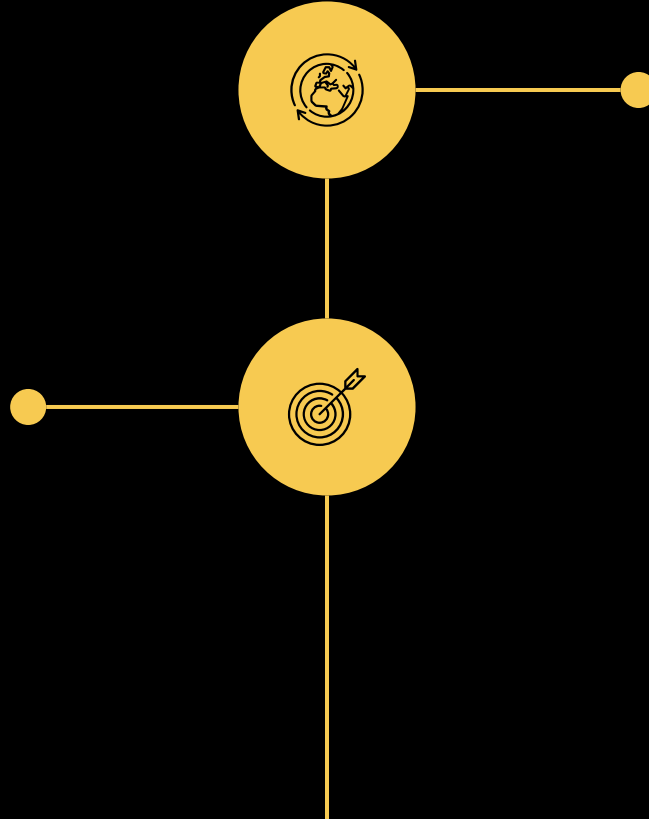
Normalise breaks
Hypothesis-based



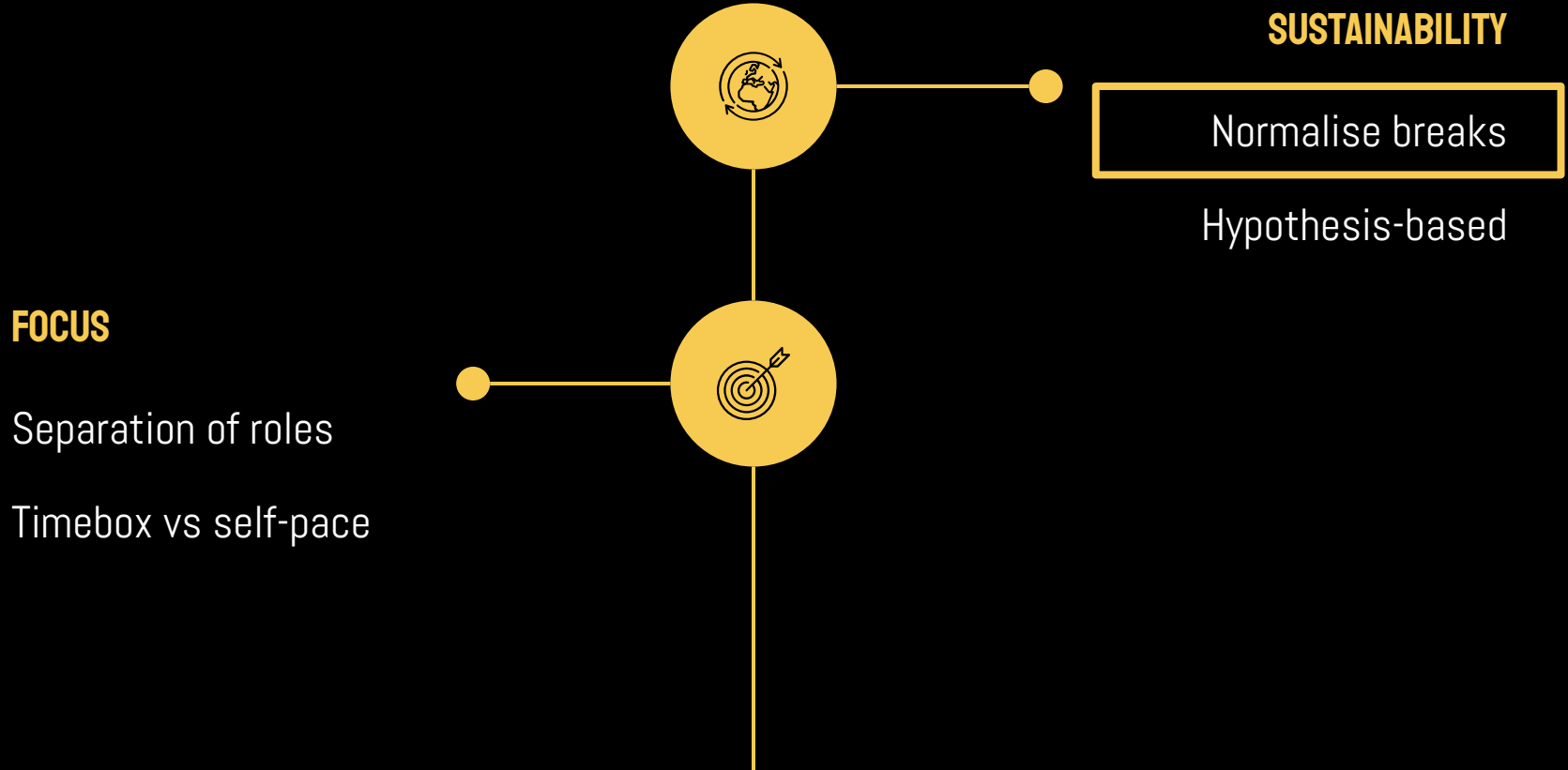
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Separation of roles

Timebox vs self-pace



NEURO-INCLUSIVE LIVE INCIDENT

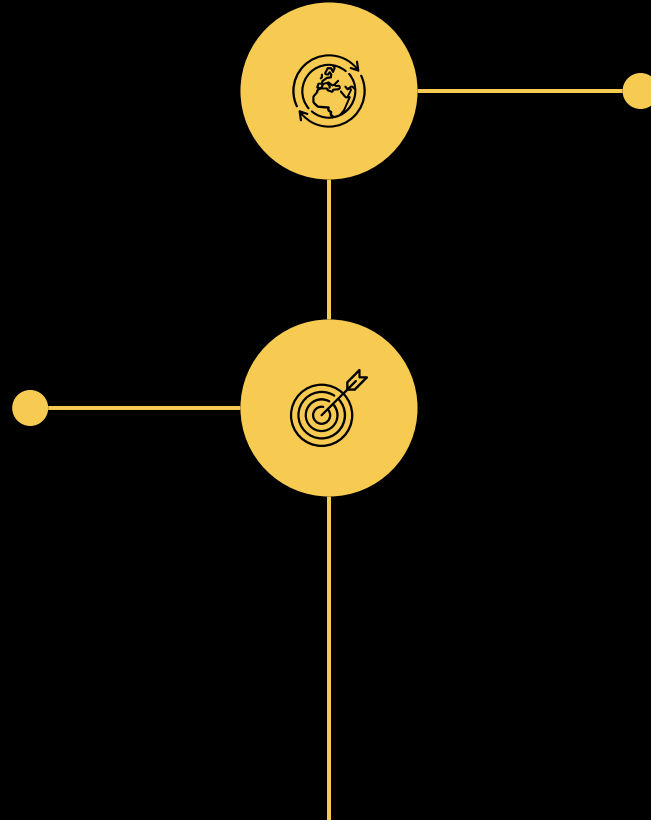


NEURO-INCLUSIVE LIVE INCIDENT

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Timebox vs self-pace



SUSTAINABILITY

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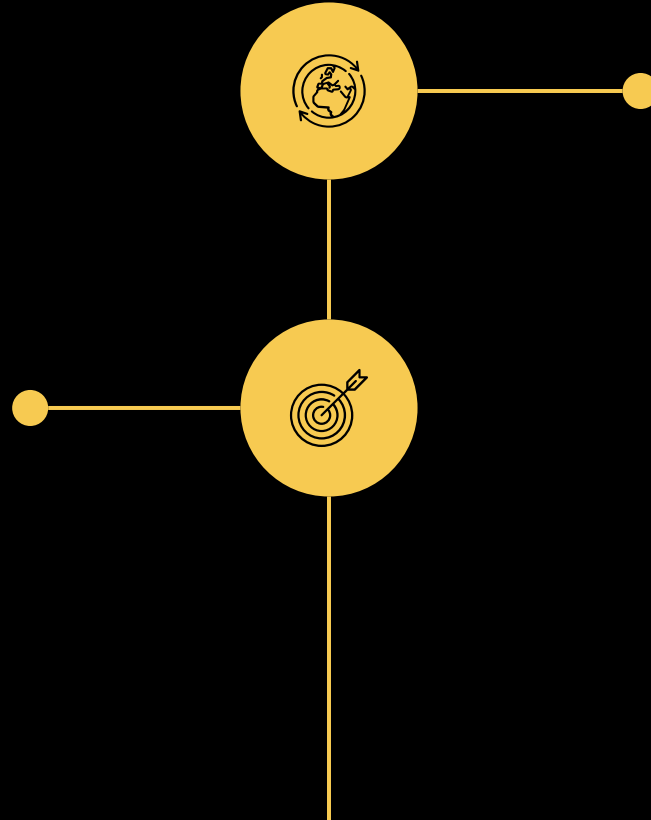
Hypothesis-based

NEURO-INCLUSIVE LIVE INCIDENT

FOCUS

Separation of roles

Timebox vs self-pace



SUSTAINABILITY

Normalise breaks

Hypothesis-based

HYPOTHESIS

SUPPORT

REFUTE

TIME RELATIVITY AROUND INCIDENT



Photo by Manuel Torres Garcia on Unsplash

TIME RELATIVITY AROUND INCIDENT

Do you prefer
regular check-ins or
self-pace?



Photo by Manuel Torres Garcia on Unsplash

TIME RELATIVITY AROUND INCIDENT

Do you prefer
regular check-ins or
self-pace?

Do you prefer a
live call or
async?



TIME RELATIVITY AROUND INCIDENT

Do you prefer
regular check-ins or
self-pace?

Do you prefer a
live call or
async?

How long do you
think it takes to
restore the
system?

"I don't know
yet" is a valid
answer.



POST INCIDENT



NEURO-INCLUSIVE POST MORTEM



NEURO-INCLUSIVE POST MORTEM



Specific
Measurable
Achievable
Relevant
Time bound

**RECOVERY FOR
HUMANS**

What is your energy level after your last incident?

You can take a day off after sev-0.
When are you planning to take it?

How are you planning to rest & recover from your last incident?

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**How are you planning to rest &
recover from your last incident?**



Risk of burnout questionnaire

REASONS NOT TO DISCLOSE

78% Foresee no benefit



34% Fear of stigma & discrimination



25% Fear of being outed



14% Low company support



6% Bad company culture



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REASONS TO DISCLOSE

70% Transparency & authenticity



56% Empathy & understanding



42% Solidarity



16% To learn coping strategies



11% Workplace accommodations



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**INCIDENT
TRAINING**

HANDS-ON BEFORE THE FIRST LIVE INCIDENT



**LIVE
INCIDENT**

FOCUS & SUSTAINABILITY, TIME RELATIVITY



**POST
INCIDENT**

**AUTO-DRAFT, ASYNC-FIRST, SMART ACTIONS,
RECOVERY FOR HUMANS**



**INCIDENT
TRAINING**

HANDS-ON BEFORE THE FIRST LIVE INCIDENT



**LIVE
INCIDENT**

FOCUS & SUSTAINABILITY, TIME RELATIVITY



**POST
INCIDENT**

**AUTO-DRAFT, ASYNC-FIRST, SMART ACTIONS,
RECOVERY FOR HUMANS**

4 peer reviewed studies

60K engineers included

10 years of evidence

Neuroscience & lived experience

DORA (2025) - State of AI-assisted Software Dev.

Markram & Markram (2010) - Front. Human Neurosci.

Morris et al. (2015) - ASSETS - Inclusive & Productive

Newman et al. (2025a) - ICSE - ADHD Challenges

Newman et al. (2025b) - ASSETS - Disclosure

Tech Talent Charter (2024) - Diversity in Tech Report



Designing neuro-inclusive incident management

Dianing Yudono @ 2026