

# INCIDENT MANAGEMENT

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## DESCRIPTION

This course will prepare your teams for effective crisis response, helping you to kickstart a response that is both efficient and effective.

Drawing on emergency response systems developed for natural disasters, we describe how many of these concepts can be applied to your critical IT systems, and how to identify the right skills needed to perform the key command roles. We advocate a set of modern communication methods that allow you to both coordinate a response across a geographically distributed support team and broadcast updates to a global user audience.

A structured approach to prioritisation and problem-solving can minimise the impact to users and ensure the right problems are addressed first. We'll describe some of the common anti-patterns seen in the midst of a crisis, and provide useful advice on how to navigate through these obstacles. We'll also introduce a range of useful resources for both practising these ideas within a safe and managed environment and learning from previous incidents.

## LEARNING OUTCOMES

At the end of this course, attendees will gain insight into:

- The background, history and principles of emergency management
- The key roles needed to run a scaled response
- How incident response builds upon monitoring and alerting
- How Service Level Objectives (SLOs) support prioritisation
- Incident triage and structured root cause analysis processes
- Establishing an ethical, on-call approach
- The business benefits of customer transparency
- The cultural importance of blamelessness

## SUMMARY

No IT system is perfect, but the way in which an organisation responds to production incidents is often the difference between creating further confidence in your product or eroding the trust of your users. By establishing a consistent incident management process, aimed at improving remediation time and establishing a clear communications channel, we can more proactively manage problems as they arise.

This half-day course is geared towards a broad audience of IT professionals who are responsible for system availability and customer satisfaction.

## ACCREDITED BY

SPECIALISED COURSE  
DEVELOPED BY ASSURITY

## DURATION

½ day course

## COST

For prices, refer to  
[education.assurity.nz](http://education.assurity.nz)

## BOOK ONLINE AT

[education.assurity.nz](http://education.assurity.nz)

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## AGENDA

If you've ever had to support a live application before, you will know the anxiety that follows when you discover a significant problem with one of your services. But, by having a well-understood and well-drilled process in place, you can focus on the tasks of restoring service without having to grapple with challenges of escalation and communication on-the-fly.

We'll describe the approaches used by companies large and small, using a scalable model that works for disruptions from total outages to minor inconveniences.

We will run a number of exercises as a team to illustrate how the incident management process can be defined, irrespective of the specifics of any issue encountered, and applying the techniques to an arbitrary problem.

The 'learning by doing' style of instruction demands your open mind and active participation. The course also serves as a useful alignment exercise for teams that are already providing production support.

The course is facilitated by Assurity's DevOps team – skilled practitioners who have worked in high-performing teams both domestically and internationally. For private delivery, we conduct a training needs analysis that helps us to customise the course content to best help organisations address the challenges they are currently facing.

## BOOKINGS & DISCOUNTS

Book and pay online at [education.assurity.nz](https://education.assurity.nz).  
We offer discounts for groups of six or more.

**assurity**<sup>+</sup>

Assurity Education courses are delivered by Assurity Consulting, New Zealand's leading testing, Lean/Agile and DevOps consultancy.

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