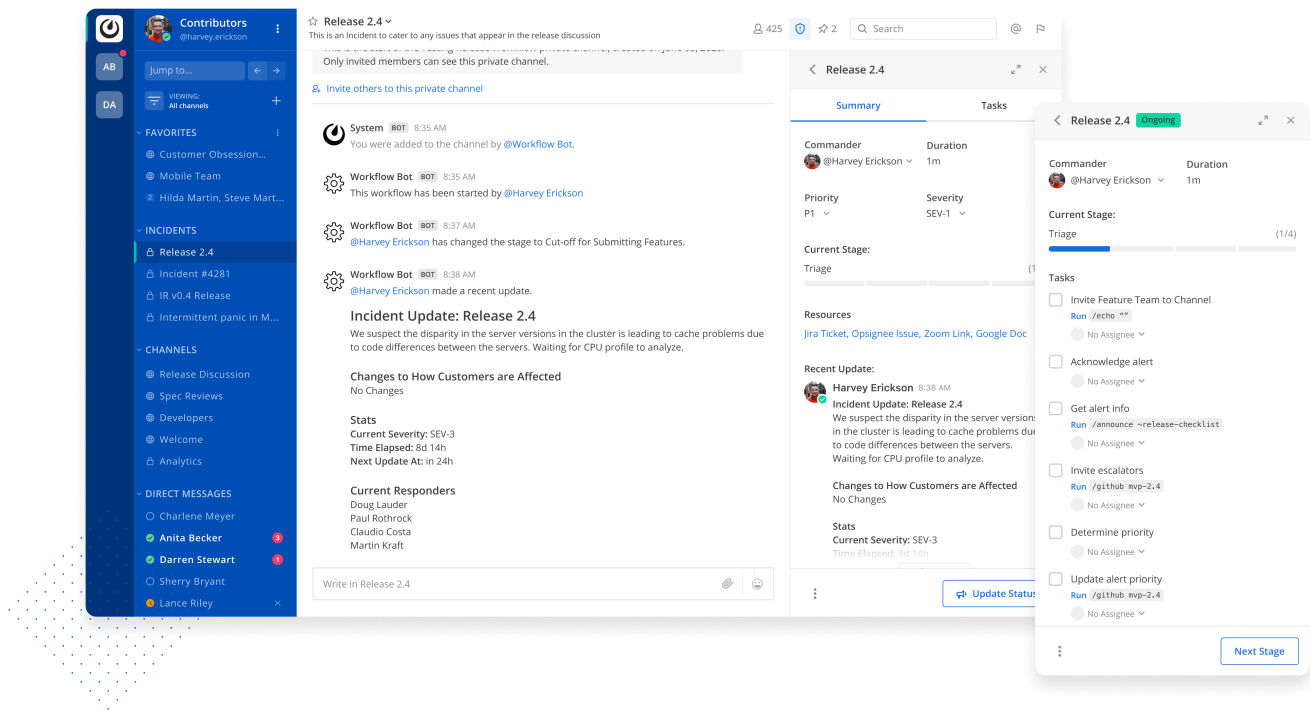


# Mattermost Incident Management

Many DevOps workflows rely on real-time collaboration. Developers and operators are constantly looking to increase their efficiency during critical moments such as resolving incidents, provisioning infrastructure, merging code branches, and addressing urgent bugs. High-performance development teams put Mattermost at the heart of their daily operations. As a DevOps command center, Mattermost brings people, developer tools, and automation together to orchestrate DevOps workflows.



## Resolve incidents faster with Mattermost Incident Management

Incidents such as a service outage or a cyberattack often require a collaborative response that involves multiple teams as well as layers of stakeholders. They are time-sensitive and cost thousands of dollars every minute they are left unresolved. Moreover, security incidents that are not immediately addressed jeopardize customer trust. Our customers not only want to reduce resolution time with automation and effective communication but also want to extract and codify learnings for better future outcomes.

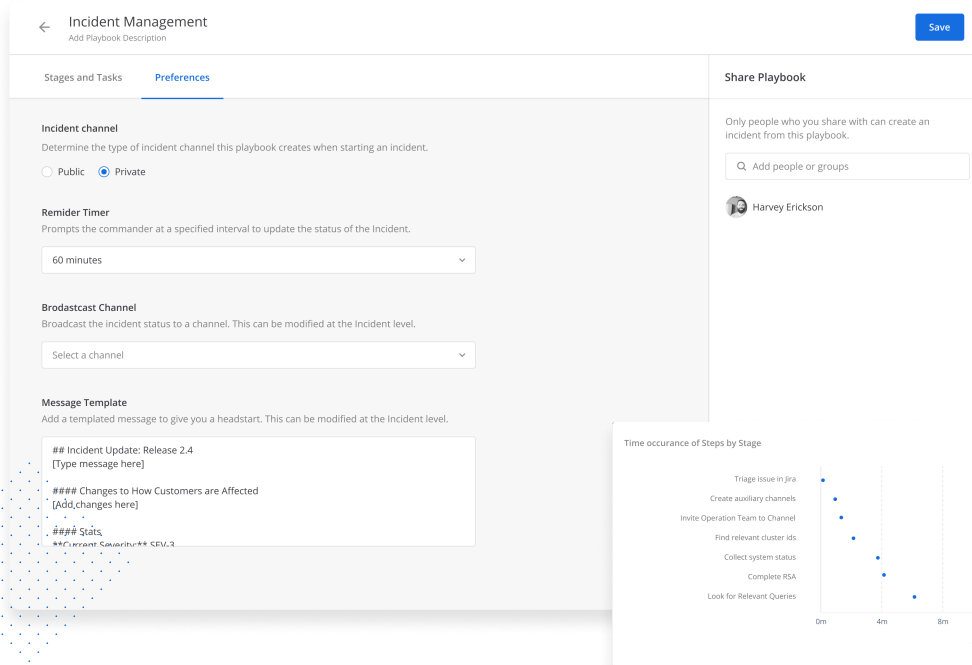
This is why we created Mattermost Incident Management, a pre-installed application within Mattermost. With a pre-built incident management playbook with best-practices tasks, developer tool integrations such as Jira and Opsgenie, and incident lifecycle management, Mattermost Incident Management helps DevOps teams orchestrate time-sensitive incident management workflows across tools and people.

## Reduce resolution time with Incident Playbooks

- A prescriptive playbook - Benefit from a prescriptive, out-of-the-box incident response playbook that captures best-practices tasks to orchestrate incident response across multiple tools (e.g., Jira, Opsgenie).
- Workflow customization - Configure playbooks with custom workflows and your procedures and guide your team through any type of incident. Reduce the risk of ad-hoc steps and reliance on tribal knowledge.
- Task creation - Configure tasks with automated slash commands. Get more value out of tool integrations and automated tasks, e.g., finding out who is on call, collecting data log files, or starting a bridge call.
- Access management- Manage playbook access to specific team members. Protect potentially sensitive information.

## Increase stakeholder transparency with Incident Lifecycle Management

- Incident declaration - Declare a new incident and automatically have your pre-configured playbook guide your extended team to respond to the incident.
- Automated communication channel - Organize around a new incident channel that is automatically created for you. The channel can later be archived when the incident is resolved.
- Invite stakeholders - Invite stakeholders to the incident channel and enable stakeholders to understand the state and status of the incident and how they can contribute at a glance.
- Incident Lifecycle management - Track completion status of tasks in the checklist, move an incident through its different stages, and resolve an incident.
- User & role management - Assign an incident commander and assign individuals to each task in the playbook. Create accountability and transparency.
- Incident Shortlist - View a list of ongoing incidents organized under a single category. Save time finding the most important channels.



## Streamline post-mortem analysis with Incident Review

- Incident dashboard - Review a list of all resolved and ongoing incidents.
- Incident logs - Filter and sort incidents by key metadata. Keep documentation of prior incidents for reference.
- Incident replay - Replay an incident with timestamps of checklist task completion. Identify process bottlenecks for improvement.
- Incident export - Export an incident channel transcript as a CSV file for further analysis and retrospective. Keep an external record for compliance.

## Developer APIs

- Incident API - Trigger incident responses to integrate with your own toolchain and business logic, e.g., set up a PagerDuty webhook trigger to declare an incident. Save time with automation.