

# Mattermost Incident Collaboration

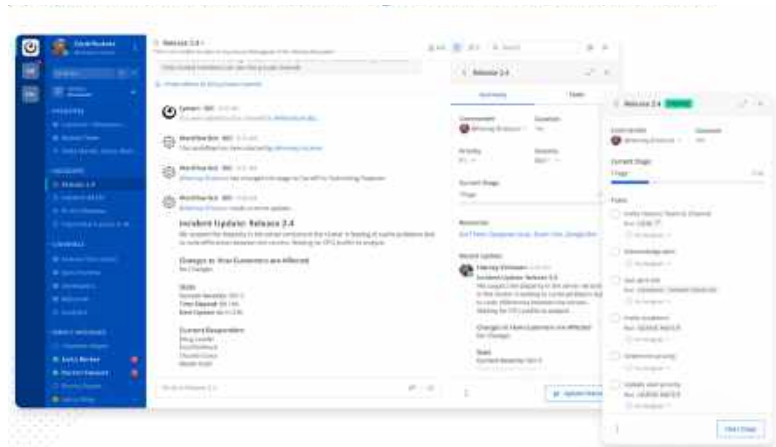
A collaboration command center with preconfigured playbooks for faster incident resolution

## Faster resolution with fewer mistakes

Respond to incidents with speed and accuracy. Communicate effectively, streamline workflows and collaborate side-by-side with a real time playbook. Mattermost Incident Collaboration is built around customizable playbooks with deep DevOps tool integrations, automation, and real-time communication. Drive continuous improvement with incident replay and retrospectives. Archive and export incident records for compliance requirements.

### Key Benefits

- Faster Time to Resolution
- Fewer Mistakes
- Fully Informed Stakeholders
- Continuous Improvement



## Collaboration, automation, and tool integration across the incident lifecycle

### Systematic Response & Coordination

Give stakeholders clarity on completed tasks, what's next, and who's responsible. Playbook tasks, status updates, chat, file sharing - all without context switching.

- Customizable playbooks
- Dynamic task checklist
- Auto-execute tasks on creation
- Status dashboard and broadcast

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### Integrated Tools

Connect people, process, and applications. Deep integrations give access to the tools you need to orchestrate workflows directly from your command center.

- Status dashboard and broadcast
- Centralized alerts & notifications
- Ticketing and Service Desk
- Logging & SIEM
- Custom scripts and apps

### Automation for Speed & Accuracy

Don't let manual tasks slow teams down. Perform tasks rapidly and consistently with less chance of missed steps or human error. Teams move faster and focus on solving the problem.

- Automatic notifications & invitations
- Slash commands
- Broadcast channels

### Continuous Improvement

Learn from each incident to refine best practices and drive improved processes. Customize playbooks to specific incident situations and drive consistency at scale.

- Time stamps and timeline export
- Incident Replay
- Channel transcript and log export

## Powerful Orchestration

Build powerful, automated workflows for unique use cases using deep DevOps tool integrations plus custom scripts and application connections. Orchestrate execution from a centralized command center designed for collaboration. Mattermost integrates with a wide range of tools such as Jira, Pagerduty, GitHub, GitLab, OpsGenie, Jenkins, and Splunk. Here are some examples use cases:

### Jira Ticketing Automation

Create a Jira ticket with one click on a built-in task in your playbook. Use a webhook to automatically create an incident with a specific playbook when a jira ticket is created that meets predetermined criteria.



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### GitHub Integration

Subscribe to a repository tagged to an incident and be notified of all changes. Automatically monitor pull requests tied to an incident in real time without switching tools.

### Alert Channels

Create an alert channel with granular permissions so the right people stay notified and sensitive data is protected. Integrate with monitoring and alerting tools like Statuspage, Nagios, and Splunk.

### Stakeholder Notification

Automatically add individuals or groups at incident creation. Integrate with tools like OpsGenie or Pagerduty and automatically find out who is on call with a built-in slash command. Pre-designate groups such as SecOps or Cloud SRE teams depending on the incident type.

### Custom Scripts and Agents

Use a single click to automatically install an agent on a remote database to start collecting logs and post back to a dedicated channel.

### Retrospective Analysis

Replay an incident in real time with time stamps for task list items and key actions. Use a slash command to export full channel history in CSV format that is both human and machine readable. Apply custom scripts to process the data as you need it - import to custom analysis tool, connect to Confluent, or simply create a formatted PDF document.

## How It Works

Mattermost Incident Collaboration gets your team executing with the click of a button, reducing the need for manual tasks and eliminating the need for ad hoc processes. We have you covered from planning to retrospective:

- ✓ Create your library of Incident Playbooks, customized to your needs, so you are always ready
- ✓ Declare an incident from any channel with a button click
- ✓ Choose your playbook, initiate the incident, and set the incident commander
- ✓ Use a dedicated incident channel that's created with the playbook checklist and status dashboard side-by-side with the collaboration channel
- ✓ Assign tasks to owners, check off items when complete; add/remove tasks as necessary
- ✓ Update the dashboard in the status tab periodically and broadcast updates to a separate channel to keep all stakeholders informed
- ✓ Archive and export full history for retrospective and compliance practices

