USE CASE

Incident Resolution

Faster cross-team execution with fewer mistakes.

- ☑ Create **incident ticket**
- ☐ **Notify** stakeholders
- ☐ **Schedule** retro
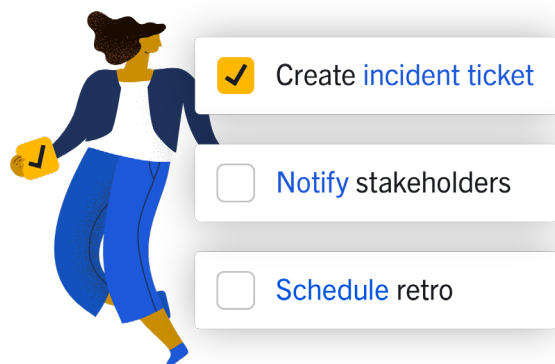
When incidents happen, every moment counts. Developing and maintaining modern cloud software moves fast and requires high availability and reliability, increasing pressure for engineering teams and leadership.

But complex, brittle processes and poor communication slow down response times, increasing both the cost and impact of outages and other incidents. With data scattered or siloed across multiple tools and channels for observability, CI/CD, tooling and reporting, it's hard for cross-functional teams to stay coordinated as they work to resolve the issue.

Improve TTR with integrated communication and runbooks

Mattermost brings powerful incident resolution tools and playbooks directly into your team's command center to reduce time to resolution (TTR). Centralize every reference document, external system, and notification to increase visibility and keep stakeholders connected from the moment an incident occurs through resolution.

Triage

- Start channel bridge call with one click
- Create tickets in Jira directly from messages
- Automatically tag and pull in push notifications from integrated systems

Investigate

- Keep the response team aligned in real time
- Push status updates to specific channels for other teams and stakeholders
- Maintain an automatic event timeline during the event

Resolve

- Validate resolution with all teams
- Coordinate external response communications with centralized and standardized incident information
- Templatize run and retrospective summaries to surface key information

Retrospective

- Collect followup tasks and prioritize next steps on a shared kanban board
- Schedule post-mortem and plan audit requirements
- Update your playbook with new learnings

How Mattermost helps streamline incident resolution workflows

More than just a checklist — Mattermost helps your team collaborate across every component of your incident response workflows to help you resolve issues faster.

Designed for developer workflows

Features designed specifically for developer workflows help keep your team aligned. Code snippet sharing with syntax highlighting, slash commands, Markdown formatting, and more.

Built with security, privacy, and compliance in mind

Keep your most sensitive data safe with secure deployment options. Define granular controls for enterprise data archiving to keep data properly secured and accessed.

Integrates with all the tools in your workflow

Robust integrations with the tools your team relies on every day to build, maintain, and monitor software — with everything you need to customize or build your own.

Opsgenie   PagerDuty   Jira Service Desk   servicenow

Build your first incident response playbook

Mattermost comes pre-loaded with flexible playbook templates to help your team capture and execute software development processes faster and more effectively. Use the template to create a Playbook in your Mattermost environment and start customizing it to fit your team's incident response workflow.

Read more about How to Use Mattermost for Incident Resolution »

Mattermost