

💡 skills workflow

# Incident Management

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## Hello,

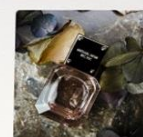
There are 5 project updates and 12 tasks planned for today.  
Also 4 days until your holidays!

### PROJECTS SPOTLIGHT

Most recent and delayed. [Want to view all?](#)



HP Elite New Year  
Today



California Dreams  
13 Jan 2019



Supreme Eyewear  
05 Aug 2019



Paint & Ink  
06 Jul 2019



Monika Derfflinger  
11 Dec 2019



Starbucks Spring  
27 Jul 2019



Sukhbirpal Dhalan  
24 Jan 2019

# Agenda

Optimize every corner of your agency

## 1 Incident Management







# 1. Incident Management



# Incident Management

Why Incident Management important

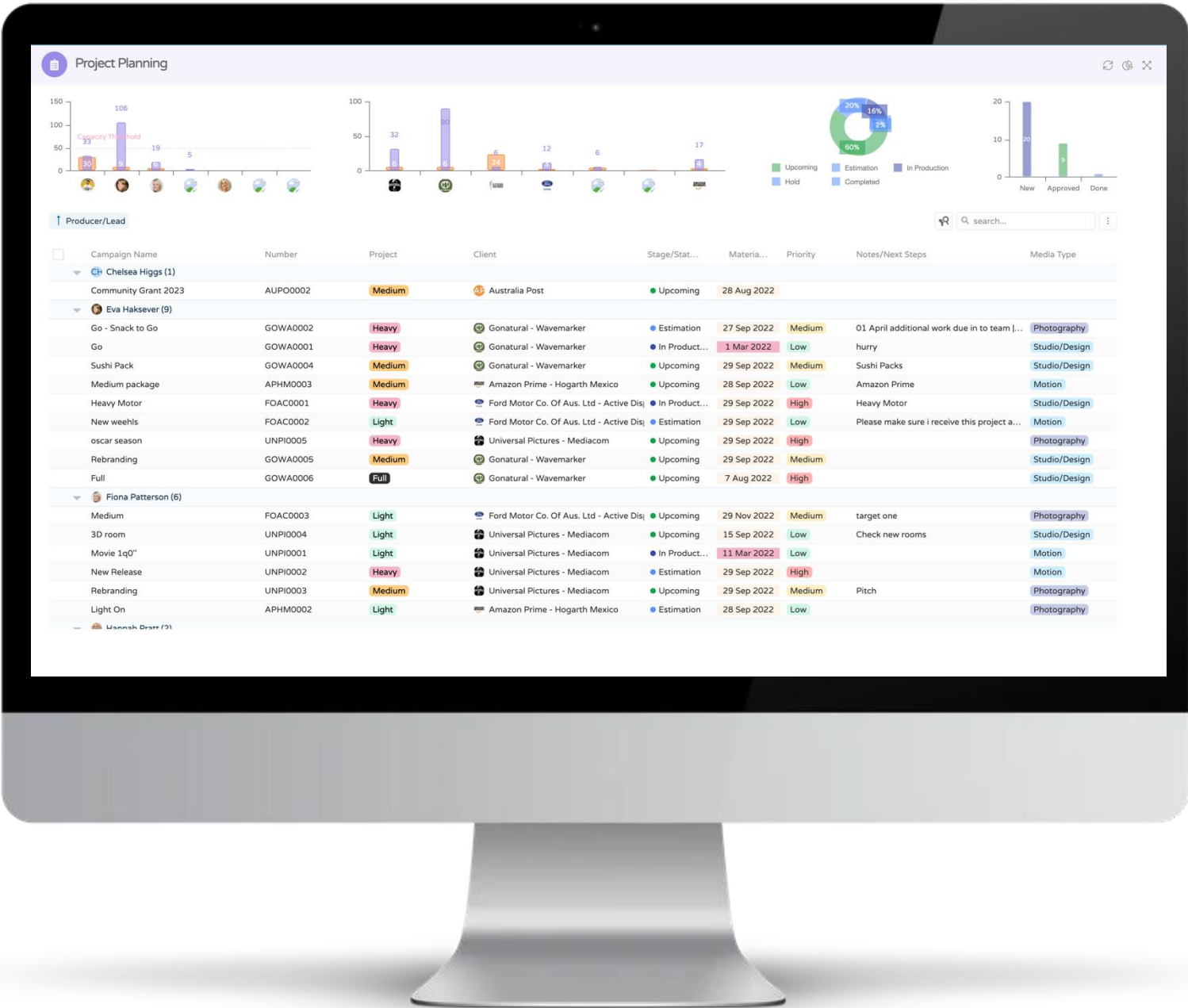
System is critical for most people

Integrations are automatic and handle volume

Stakeholders need to know the system is down

And when the system may be in Maintenance

Once down, it is crucial to bring it back up



# Incident

What is an Incident? These are classified as P1.

**P1**

**System is down**

**Some Services are not operational**

**Scheduled Maintenance can temporarily shut services**

**Users cannot complete a crucial process**

**External services are unavailable (e.g., Azure)**

**Integrated tool is down or will be down (e.g., SAP)**

# Triggers

How is an Incident triggered?

**Telemetry alarms send SMSs**

**Scheduled Maintenance is communicated**

**Users issue a P1 Ticket**

**External service providers inform (e.g., Twillio)**

**Integrated Tool owner communicates (e.g., Ziflow)**



# Recipients

Where does the communication go to first?



The team working at the time of Incident (e.g., SMS)

Helpdesk gets Ticket and sends Notifications

DevOps receives external services E-mails

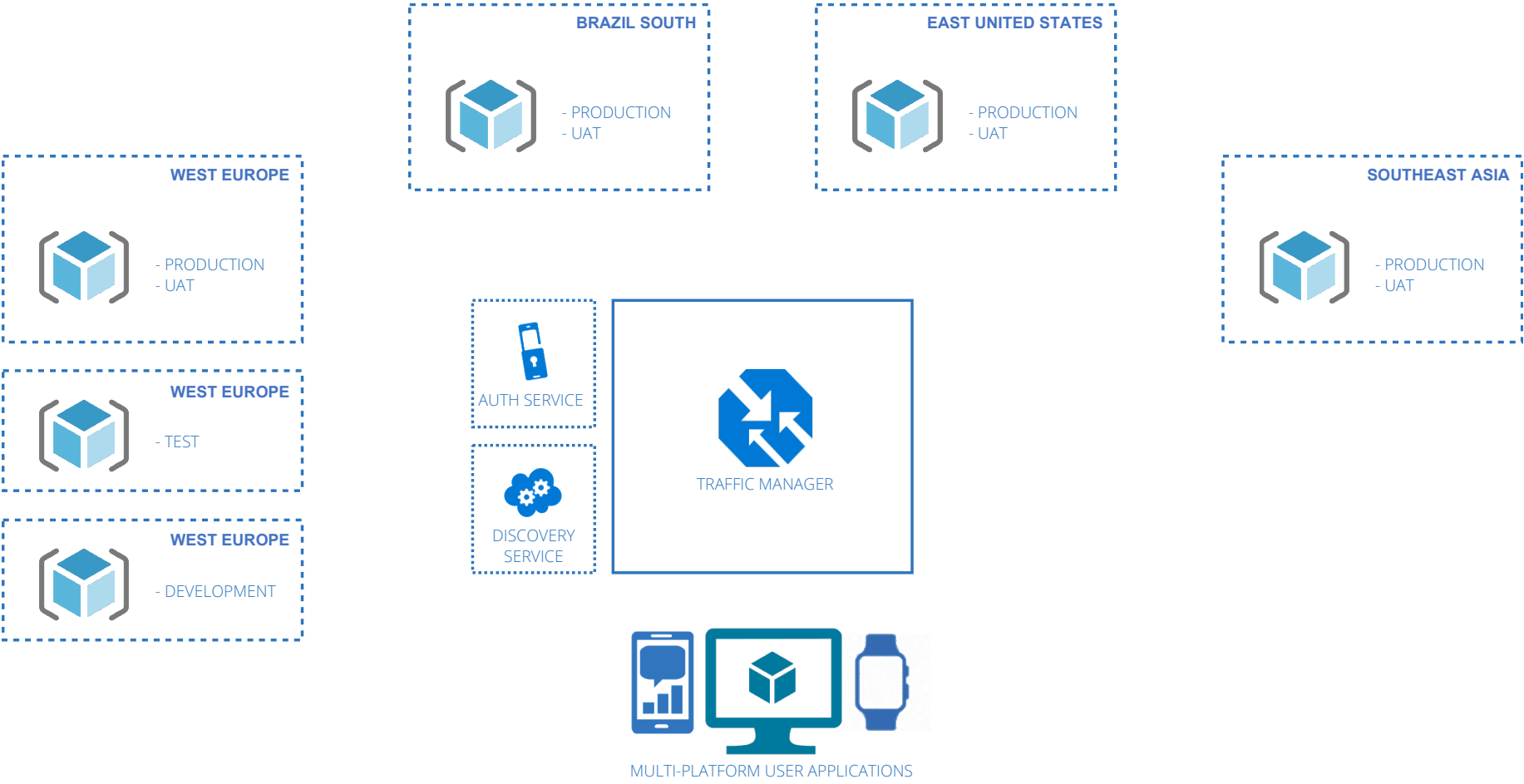
The team assigned to the Scheduled Maintenance

PM is notified by external tool responsible

# Schedules

Who is responsible at any given time?

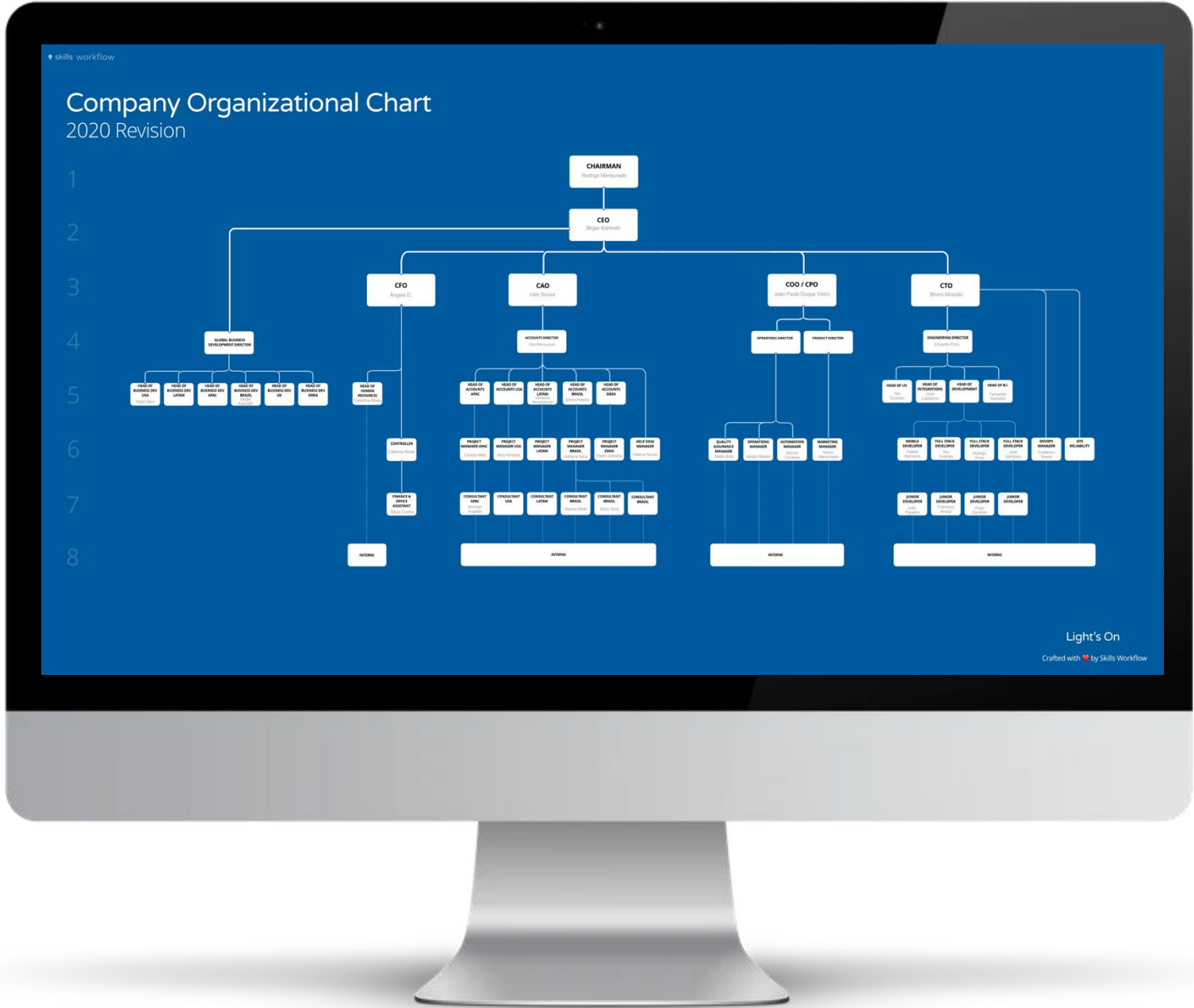
- 02:00 to 10:00 UTC – Stefania
- 10:00 to 18:00 UTC – Rafael
- 18:00 to 02:00 UTC – Abdul
- Backups – Helena, Luciane
- Every day, 24/7





# Escalation

What to do when Incident is detected?

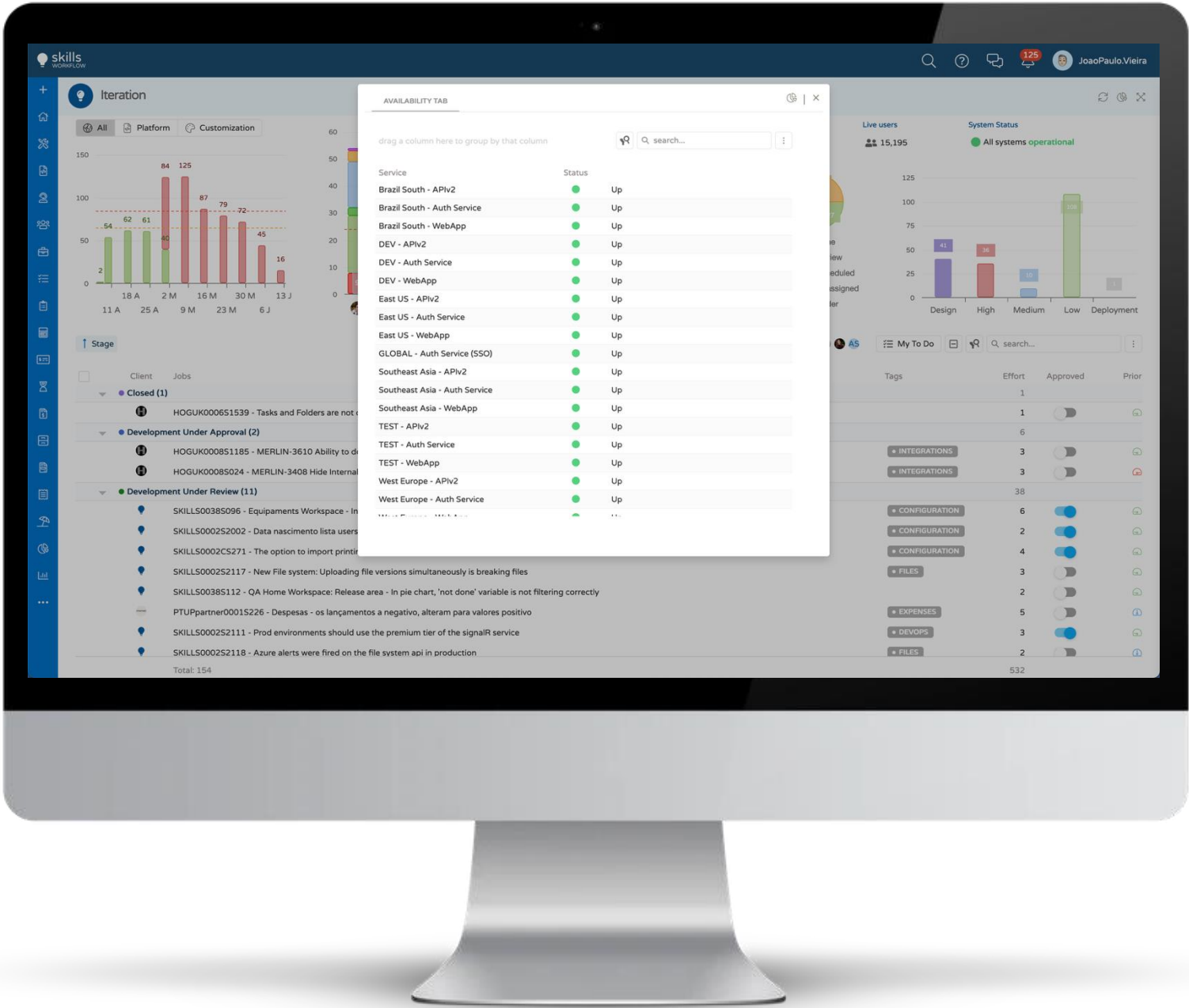


- Go in and confirm in Tenant (e.g., false positives)
- Contact the responsible for the affected Service
- Reach out to PM, if in doubt or no response
- Next, call Devops and Helpdesk
- Get a hold of CAO and Head of Engineering
- Finally, scale to COO, CTO

# Tools

What tools can be used to check?

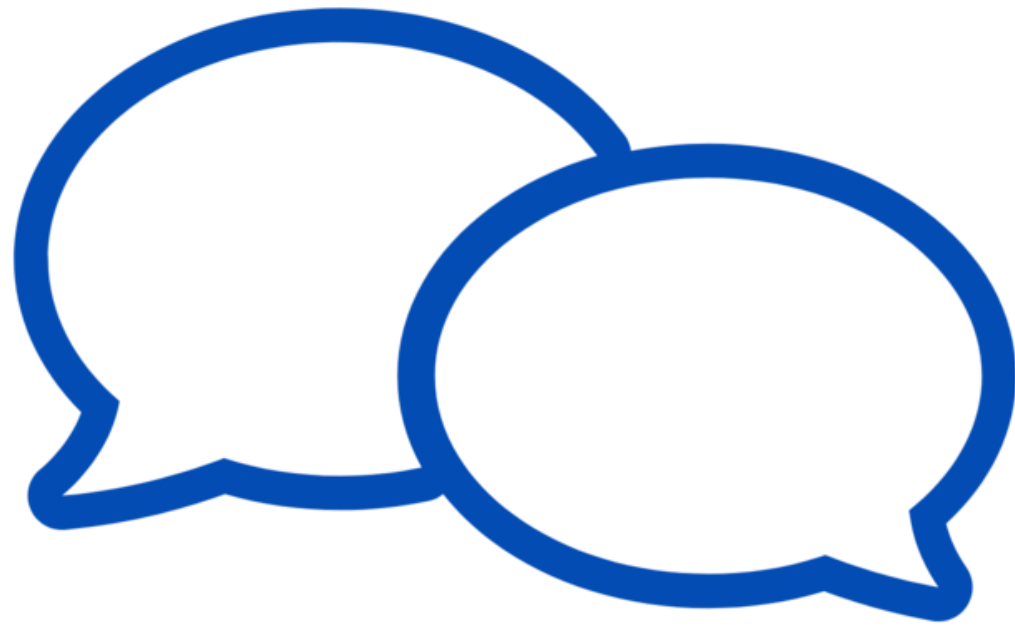
- Helpdesk Incident Workspace
- Status Page
- Azure Status Page
- Service Workspace in Tenant (per Service)
- Integration Logs in Workspace (per Tool)





# Communication

How to communicate Status during an incident?



Incident Support Helpdesk

**System must inform status in Tenant every hour**  
**During Scheduled Maintenance, inform every hour**  
**Team solving incident must inform status every 30'**  
**Inform client every 30 minutes about status**  
**Schedule call with incident team every 1 hour**  
**RCA must be issued after incident (status every day)**

# Thank You!

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