

CONSULTING

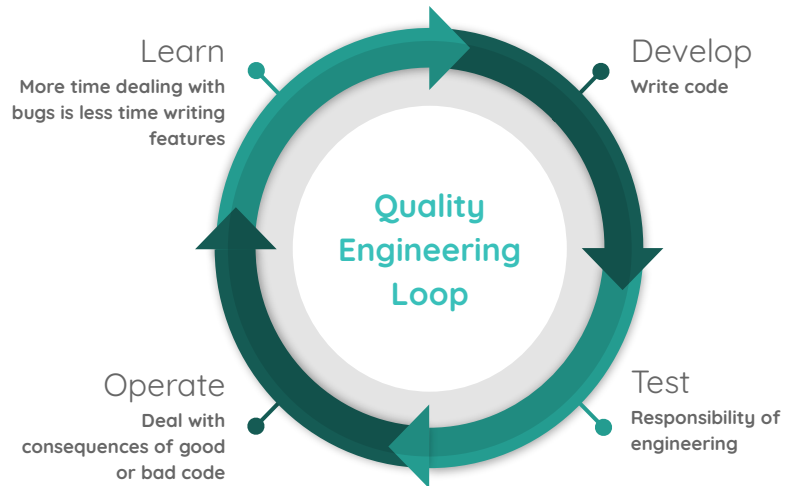
SaaS Operations Training

Standardizing your incident response process to reduce incident frequency, severity, and resolution time

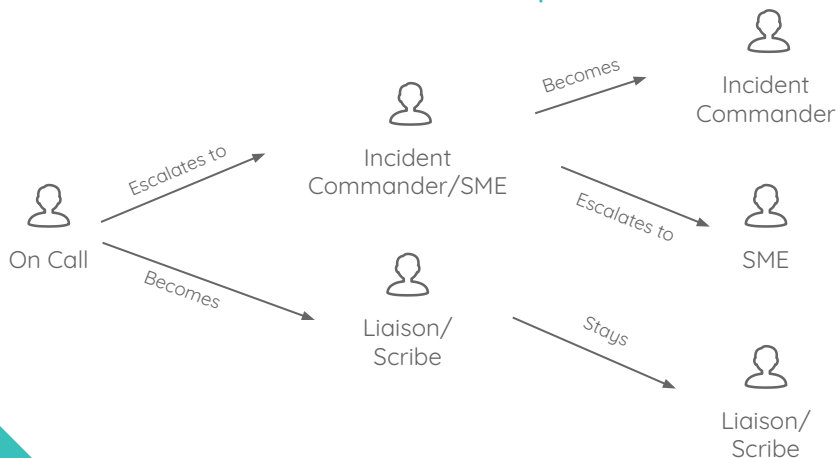
Five Stages of a Production Incident

Train and coach engineers on a generalized incident response process

1. Understand the **System Impact**
2. **Mitigate** the incident
3. Identify and resolve the **Root Cause**
4. **Restore** system operations
5. **Prevent** future incidents

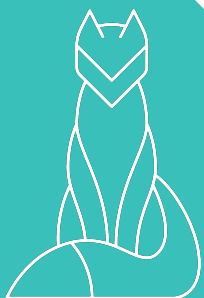


Incident Evolution Example



Services

- Generalized incident response process training and coaching
- On-call and escalation training
- War Game exercises
- Monitoring and alerting standardization
- Architecture recommendations to improve system resilience



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