

# **Better Incident Command to Improve MTTR**

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# Better Incident Command

What can we do in 10 minutes?

- What **is** an Incident Commander?
- What do they **know**?
- What do they **do**?

# **What *is* an Incident Commander?**

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# The Problem Space: Incidents & Incident Response

What characterizes incident response?

High Stakes

High Cadence

Group Activity

# The Problem Space: Incident Commander

What **is** an incident commander?

“The individual  
who coordinates incident response”

**Know Your Context**

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# Context: Know Your Process & Tools

An IC does not exist in a vacuum:

- Incident response process:
  - Defined IC role
  - Incident lifecycle
  - Severity definitions
- Coordination medium (Slack, IRC, Hangouts, etc.)

# Context: Know Your Systems

To operate effectively, know the context of your systems:

- Technical systems
- Human systems
- Priorities



# Regulate the Flow

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# Regulate the Flow of Emotion

Three classic responses to danger:

- Fight
- Flight
- Freeze

## Regulate the Flow of Emotion

Recognize & respond:

- Fight: Calm down angry participants
- Flight: Slow down frenzied activity
- Freeze: Get stuck people to move

## Regulate the Flow of Information

- Who is present?
- What do they know?
- What do they care about?

## Regulate the Flow of Analysis

- Ask questions
- Challenge assumptions
- Amplify voices

# Better Incident Command

Incidents are:

- High stakes
- High cadence
- Group activity

Know your:

- Process
- Systems
- Priorities

Regulate the flow:

- Emotion
- Information
- Analysis

# Continue the Conversation

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## **Blog Posts & Further Reading**

[On-Call Rotations and Incident Response, Part 1: Handling On-Call Rotations the New Relic Way](#)

[On-Call Rotations and Incident Response, Part 2: Managing Incident Response at New Relic](#)

[7 Hard Lessons We Learned About Reliability Here at New Relic](#)

[SNAFU Catchers](#) Industry Consortium