5 Steps to Resolve Incidents Times Faster with ChatOps

1. Determine there is an issue
   In your team HipChat room, notifications from Datadog, JIRA Service Desk, PagerDuty, and StatusPage immediately alert your team to an issue.

2. Evaluate severity of issue
   Discuss the issue with teammates in your HipChat team room to determine its severity. If escalating, move to step 3.

3. Create a “Hot Room”
   From the JIRA Service Desk ticket, create a “Hot Room” in HipChat. Invite to the room every teammate needed to resolve the issue.

4. Gather info & automate tasks
   Use the “Hot Room” to share information, links, and graphs from Datadog. This information sharing facilitates transparency, giving each team what they need to resolve the issue.

5. Use the historical record to learn
   After the incident is resolved, use your “Hot Room” as an historical record of the event. Iterate on what went well and what could be improved.