

# Production Incident Response Process

A Production Incident is anything that degrades the user experience of any user. To maximize the quality of the user experience (and our code quality) this process will minimize the duration, extent, and impact of any incident and maximize the speed in which we will restore our offering to full capability. The following diagram shows the optimal process flow for managing a production incident. This process is supported by specific tools (Jabber 'incident' chat room, JIRA bug tracking system, and the intranet incident management system) and roles (Ops On-Call, Dev On-Call, Dev Leads, and Incident Manager).

