



**STRETCH
ADDERA**



Platinum
Solution Partner
ENTERPRISE

Managing incidents with Jira Service Management

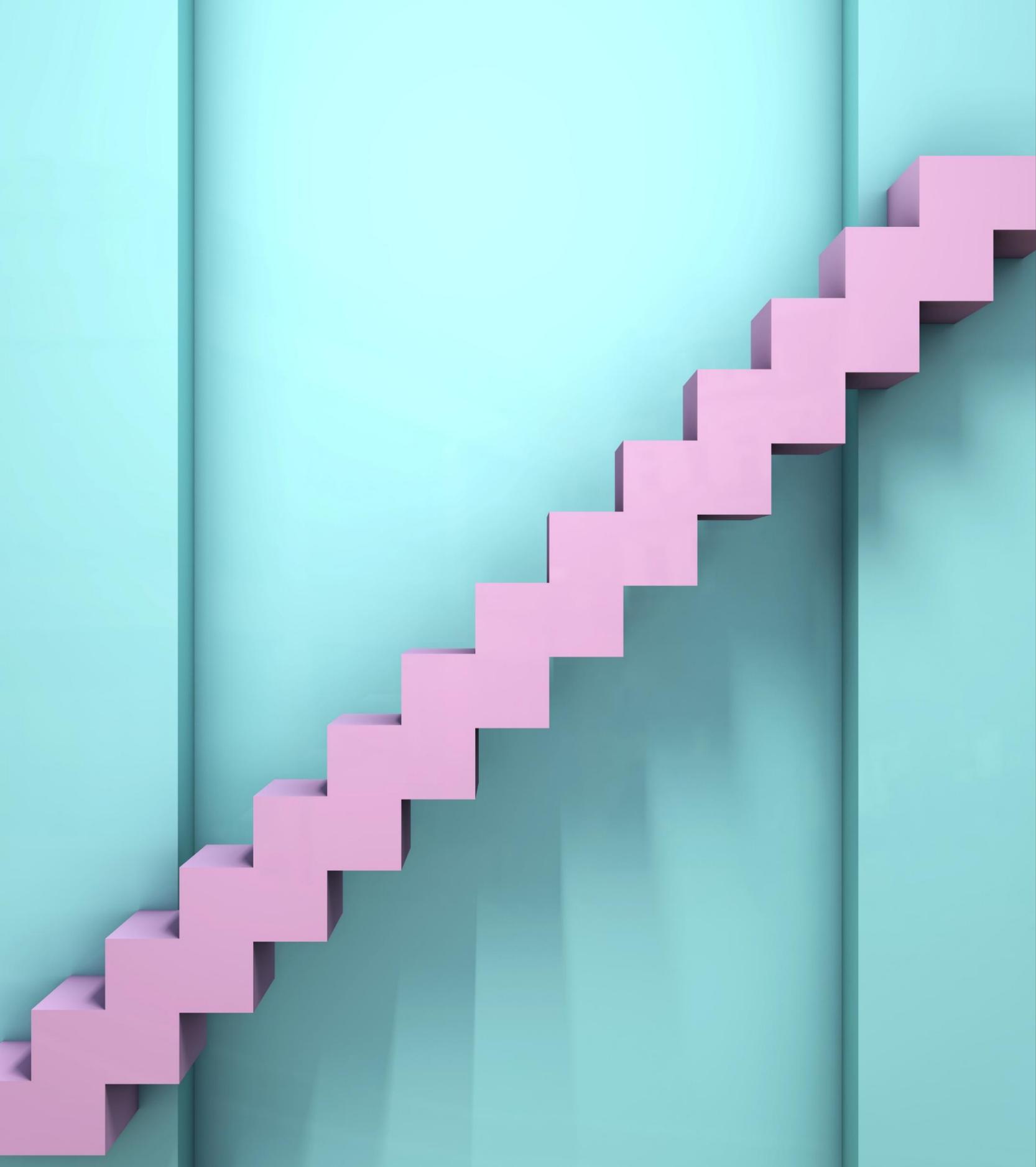
Don't miss a beat



MARCUS NYGREN



ANNICKA ROSENGREN



From Zero to Hero

- Introduction
- Incident process improvement
- Tools used
- Key Takeaways
- Q&A



80%

ITSM teams that have not adopted **agile** approach will find their **ITSM** practices are ignored and bypassed

Gartner

ABOUT US

Happiness in teamwork

As one team, providing services and solutions that boost the performance and happiness of your teams.

Team-Based Delivery for Success

Successful solutions through collaborative delivery-model.

Certified consultants

Benefit from our deep expertise in Atlassian products for scalable and reliable solutions.



STRETCH ADDERA

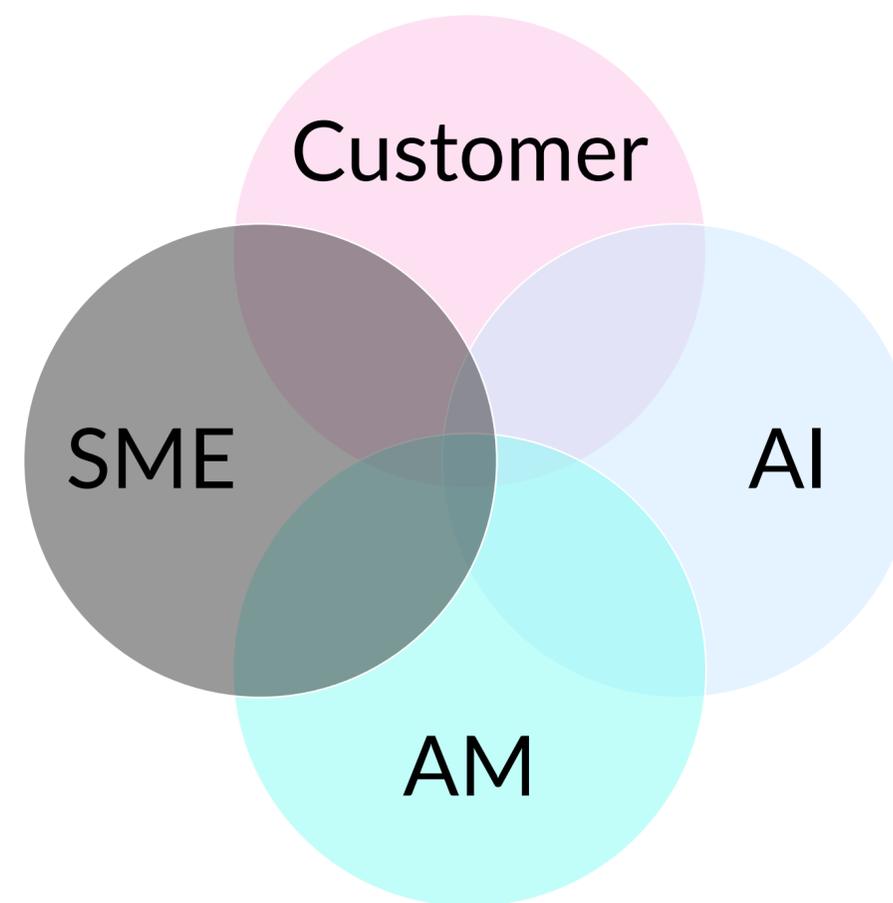


Platinum
Solution Partner
ENTERPRISE





Meet the team



AIOps



Detect

REDUCE MEAN TIME TO DETECT (MTTD)

- Alert Grouping
- Post Insights on Alerts
- Smart Incident Creation



Resolve

REDUCE MEAN TIME TO RESOLVE (MTTR)

- Suggested Resources
- Ops Guide
- Channel Summary & Timeline
- Root Cause Analysis



Prevent

REDUCE OUTAGES

- Smart PIR Generation

How prepared are you to respond to a *major incident*?



Detect + Communicate

- Classification
- Prioritization
- Coordination
- Communication



Respond + Investigate

- Investigation
- Collaboration
- Document
- Troubleshooting



Resolve + Recover

- Recover
- Verify
- Resolve
- Document



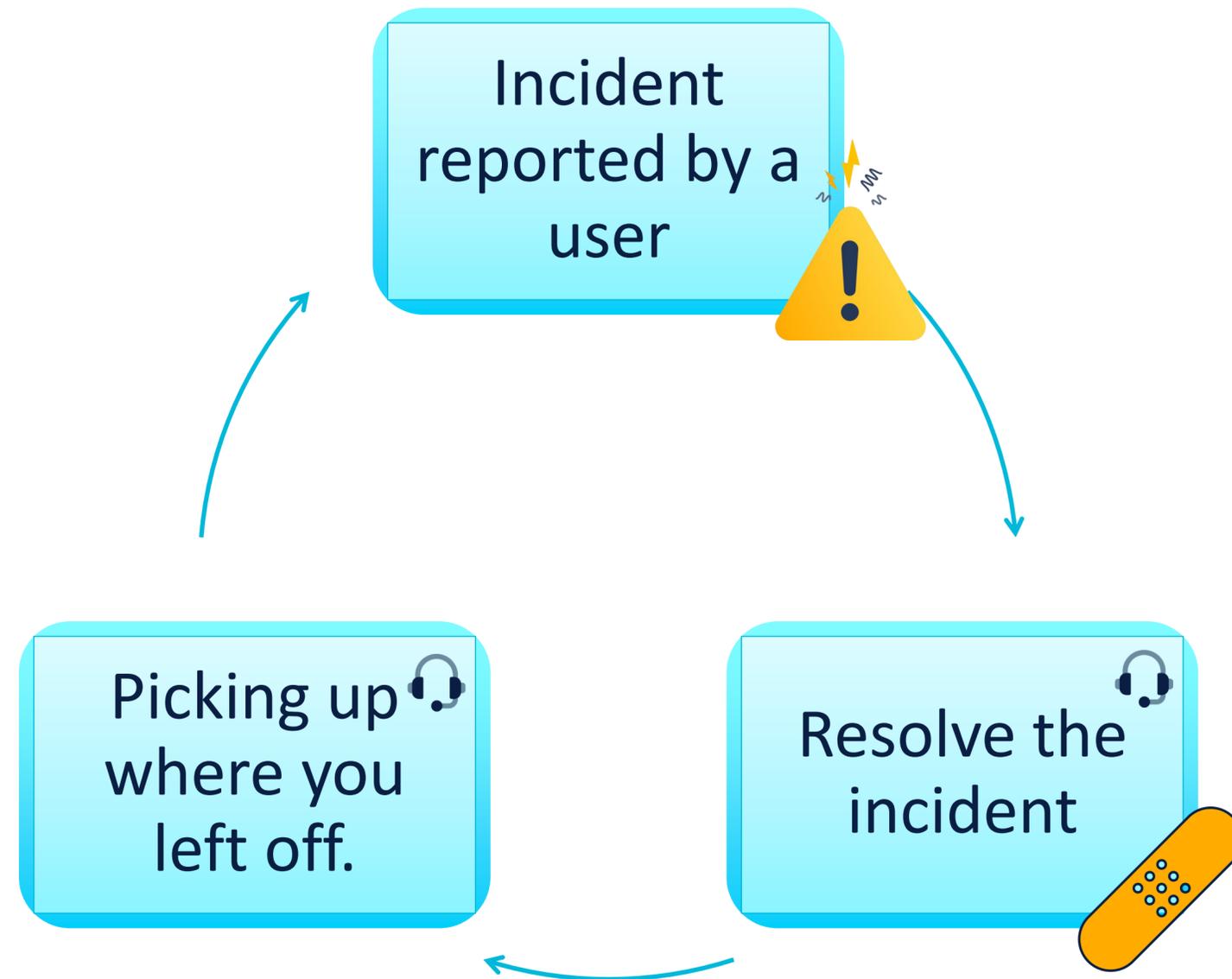
Learn + Improve

- Learning
- Sharing
- Reporting
- KPI

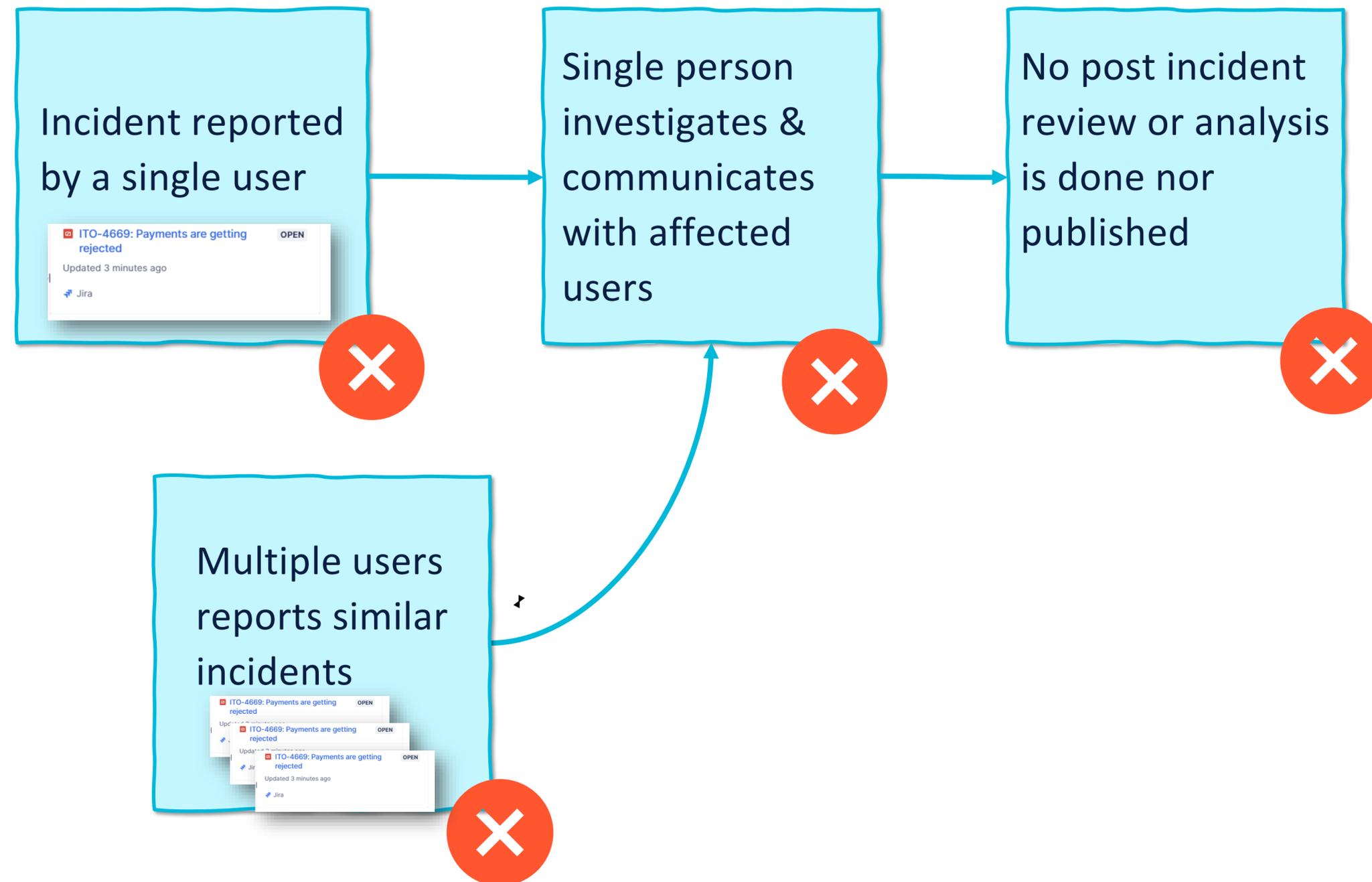
Mean Time to Recovery (MTTR)

Continuous Improvement

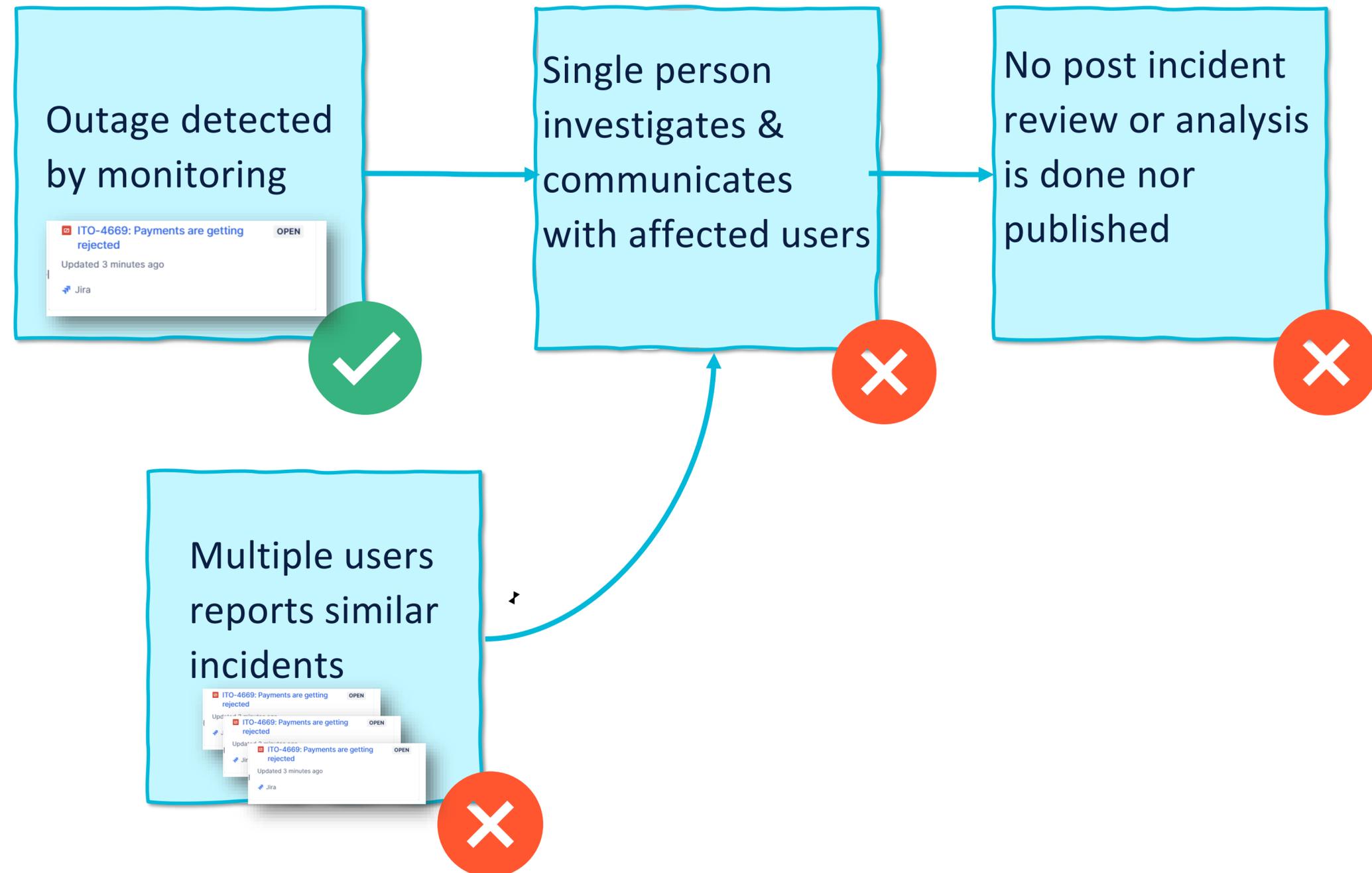
Do you sometimes feel stuck in an infinite loop?



The journey from Zero to Hero



The journey from Zero to Hero





:: AWS Support_schedule Africa/Monrovia (UTC +00:00)



Add override Take on-call

March 17 - March 30 < >

2 weeks v

Timeline view v

Final

	M 17	T 18	W 19	T 20	F 21	S 22	S 23	M 24	T 25	W 26	T 27	F 28	S 29	S 30
Rotation1	JE Jennifer Evans						AR	J	CO Cassi Owens					

Override

	M 17	T 18	W 19	T 20	F 21	S 22	S 23	M 24	T 25	W 26	T 27	F 28	S 29	S 30
Rotation1						AR								

Base

	M 17	T 18	W 19	T 20	F 21	S 22	S 23	M 24	T 25	W 26	T 27	F 28	S 29	S 30
Rotation1	JE Jennifer Evans							CO Cassi Owens						



Search Vitafleet

Vitafleet

- Canvases
- Slack Connect
- Files
- Browse Slack

Channels

- # general
- # marketing
- # product
- # sales
- # operations

INC-871

leadership

Add channels

Direct messages

- Slackbot
- Brooke Hadwor you
- Decio Emanuel
- John Smith
- Sarah Jamieson
- Rachel Harris
- Daniel Orr
- Isabella Truman
- Marilyn Hart
- Add channels

INC-871

Messages Add canvas Files +

Brooke Hadwor 11:16 AM
It is time for an update. Let me draft something and share here before sending.

Ali Sarraf 12:45 AM
Thanks Brooke

Decio Emanuel 01:27 PM
Yes, everything looks OK from the Billing side.

Brooke Hadwor 02:11 PM
Nice, the dashboards are also showing that the 5xx responses dropped fully.

Mark Wilson 3:19 PM
Looks like we can close the incident than, right?

Brooke Hadwor 02:28 PM
Yes, I will handle it now @Mark Wilson Will start with timeline entries then.

Jira Service Management ChatOps APP 2:29 PM
Incident INC-871 is set to resolved.

/jsmops create timeline
Command · JSM ChatOps · Generate incident timeline from chat

/jsmops create timeline





Vitafleet

- Canvases
- Slack Connect
- Files
- Browse Slack
- Channels
- # general
- # marketing
- # product
- # sales
- # operations

INC-871

- leadership
- Add channels

Direct messages

- Slackbot
- Brooke Hadwor
- Decio Emanuel
- John Smith
- Sarah Jamieson
- Rachel Harris
- Daniel Orr
- Isabella Truman
- Marilyn Hart
- Add channels

INC-871

Messages Add canvas

Brooke Hadwor 11:16
It is time for an update.

Ali Sarraf 12:45 AM
Thanks Brooke

Decio Emanuel 01:27
Yes, everything looks O

Brooke Hadwor 02:11
Nice, the dashboards ar

Mark Wilson 3:19 PM
Looks like we can close

Brooke Hadwor 02:28
Yes, I will handle it now

Jira Service Manageme
Incident INC-871 is set

Incident timeline

Here's a preview of the incident's timeline. Review the entries and select the ones you want to add to the Jira Service Management incident INC-871

9:27 AM, Mar 4th

The Payment Service saw an increase in 500 errors from the backend when attempting to finalize a checkout process. We saw that checkout initiation endpoint was returning errors (Cannot read properties of undefined (reading 'type')). We also realize that this is affecting the Billing Service.

10:04 AM, Mar 4th

Molly Clarke also got to know about another incident which is caused by a database update on the Identity Service. Around 30% of the sign-ups and logins were failing. This happened after a release was done on the database which affected some properties not being properly read. Since our services leverage the Identity service to complete the checkout, this seems like the

10:19 AM, Mar 4th

We also had recently done a release on the checkout service. As soon as we got to know about the issue, we started to rollback since in case the

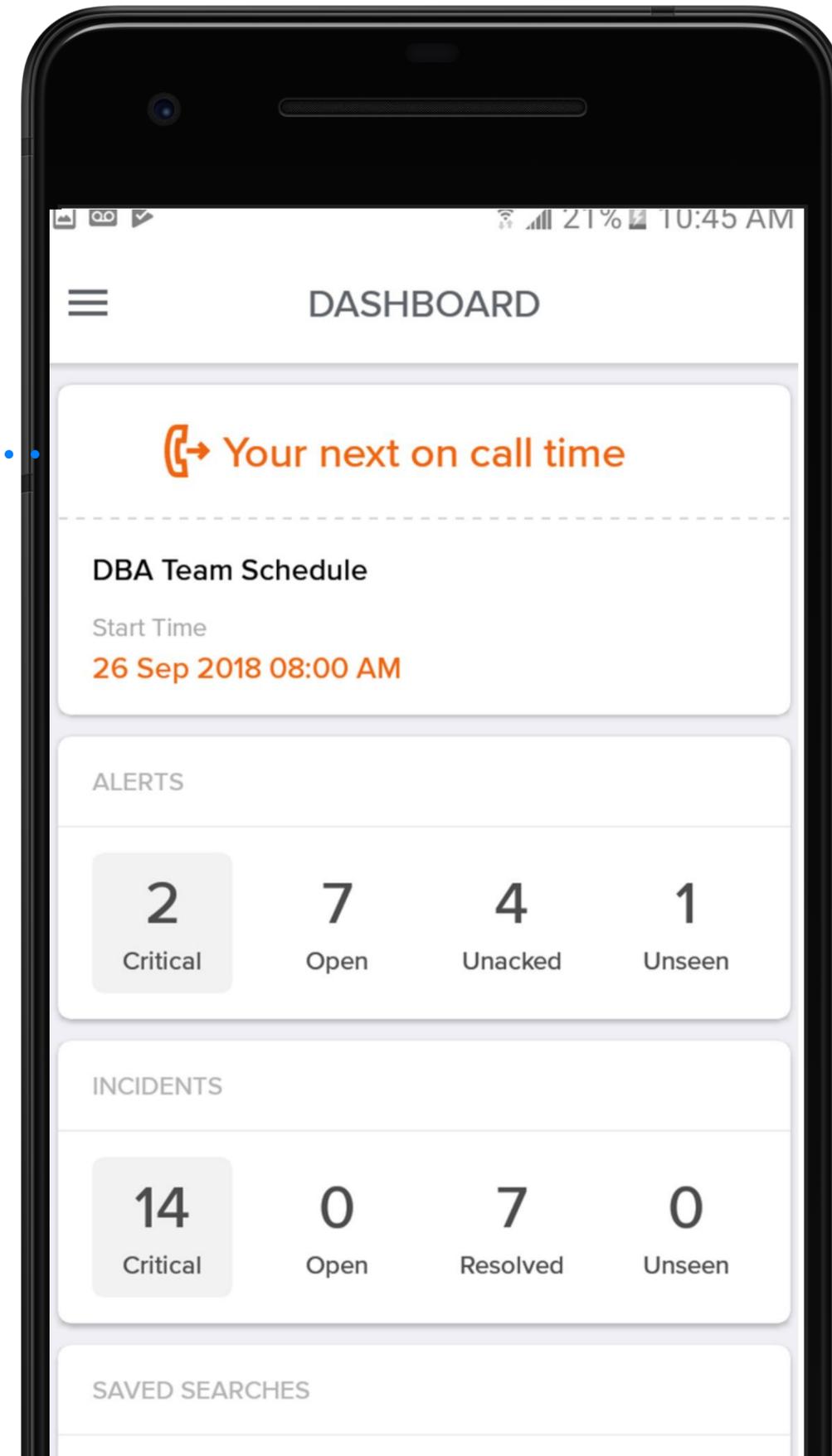
Cancel

Send to incident

B I
Jot something down
+ Aa

ANDROID AND IOS APP

Notifications and actions





- Your work
- Recent
- Starred
- Apps
- Goals
- Projects
- Operations
 - Overview
 - Alerts
 - Starred
 - All alerts
 - All my alerts
 - Default filters
 - Shared with me
 - Saved searches
 - On-call schedules
 - More

Operations / Alerts / #123

Checkout transactions are failing. Payment-api-341 action isn't completed in the APAC regions...

Ack all

Close all

Priority	Status	Created	Last updated	Grouped by	Assignee	Alert responders
High	OPEN	04/Mar/2024 10:08 AM	1 hr ago	Semantic similarity	@Brooke Hadwor	

Overview Alerts (7)

Description

Last updated: 19 Apr, 2024 11:20 AM · Updated now

SWS queue message exceeded the threshold at 1 datapoint:

1 (182.00) datapoint was greater than or equal to the threshold (100.00) at (28/11/2020 8:13:00)

Chain:

java.util.concurrent.ExecutionException: com.xxx.exception.AuroraAdapterException: Exception occur while creating/updating record. UpdatedMap: {environment=main, email=x@y.com} conditionMap: {customerId=xxx, userId=xxx} Reason: Deadlock found when trying to get lock; try restarting transaction

com.x.aurora.exception.AuroraAdapterException: Exception occur while creating/updating record. UpdatedMap: {environment=main, email=x@y.com} conditionMap: {customerId=xxx, userId=yyy} Reason: Deadlock found when trying to get lock; try restarting transaction

java.sql.BatchUpdateException: Deadlock found when trying to get lock; try restarting transaction

Show more

Tags

- payments (2)
- subscriptions (3)
- servers (7)
- api centres (2)

What more can you do?



Create an incident or a Jira issue to resolve issues faster. You can add details of the incident or issue in the next step.

Create incident



Reach out to people who were responders to similar alerts and incidents in the past.

@Kayla Parajuli @Olivia Yang



Check the history of similar alert groups

Checkouts are failing on payment servers in Asia regions. #1220 · Deduplicated 1 time

Alert group: Paypal servers are down.

All checkouts are failing. #1523 · 267 alerts

IT Operations Service project

Back to project

Incidents

STARRED

Select the star icon next to your queues to add them

TEAM PRIORITY

Open incidents

Incidents assigned to me

--> Requires Triage

--> Investigating

--> Pending Review

Resolved incidents (last 7 days)

MAJOR INCIDENTS

Ongoing

Past

Manage queues

Give feedback

Back ITO-1062

Ops Guide

New

Help me resolve an incident

Upon analysis, this incident appears to be similar to ( ITO-2: I get a 404 error when I try to access workday **COMPLETED** ,  ITO-190: Orders are getting duplicated **COMPLETED**). Drawing insights from them, here are my suggestions to

1

response

Alana Grant

Jennifer Evans

Report a system issue

Highest

None

3 related articles

Web Services

View 2

2 Responders

Vitafleet IT Service Project

Back to project

Queues

STARRED

Assigned to me 3

Due today 8

OTHER

All open 10

Unassigned 10

Escalated 5

Projects / ... / INC-278

Network failure impacting all transactions

Create subtask Investigate Linked issue Add form Add PIR

Victoria Styles raised this request via Alert Escalation View in Portal

Description

Relaunch testing - Round 2 has surfaced multiple network failures in the APIs related to transactions.

Affected service

Transaction-services

Activity

All Comments History Work log Checklist history

Brooke Hadwor I'm initiating comms and starting the investigation.

1 Reply

Victoria Styles Assigning this to @Brooke Hadwor I'll take a look at what else we can do.

2 Reply

Victoria Styles I've looked into the customer requests that coming in regarding the portal issues. Will keep the team no...

Ops Agent

Context NUC-278 Network failure impacting all transactions

Are there runbooks applicable for this incident?

Here are some runbooks that could be useful in dealing with the current incident:

- Transaction service outage recovery plan
- Network equipment restart procedures

Like Comment Copy

Execute the first runbook

Certainly, executing the Transaction services outage recovery plan....

- Rollback:** Successfully restored to version 2.14, timestamp 2024-04-22 14:58
- Redeployment:** Deployment completed. All services operational. Automated tests passed.
- Network Restart:** Network devices restarted. Connectivity fully restored.
- System Health:** No critical issues detected. System

Write a prompt, @mention someone, or use / for actions



Similar requests

Activity

Show: **All**



Add i



Canned Response

Quickly reply to customers using pre-defined responses



Date

Add a date using a calendar



Error panel

Call out errors in a colored panel



Warning panel

Add a note of caution in a colored panel

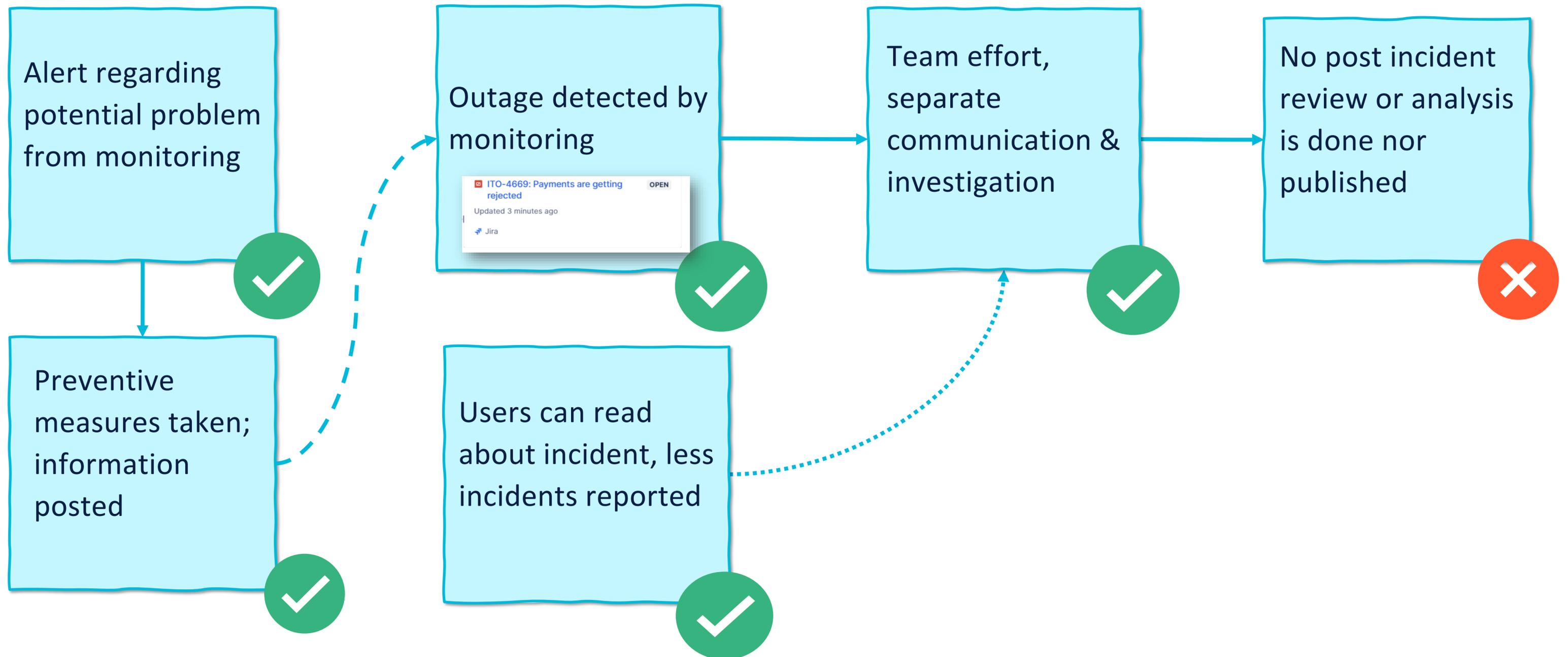
/ca

Save

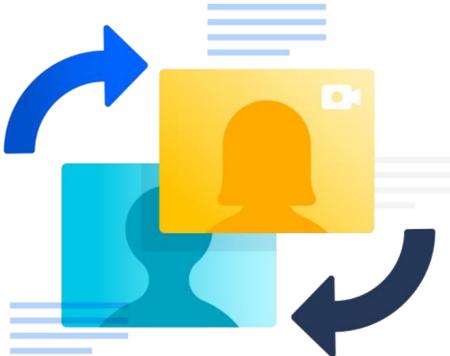
Cancel



The journey from Zero to Hero



Communication



Public channels
Builds trust



Statuspage
Reduces tickets



Huddle
Collaborative approach



Avoid DMs
Traceability

- IT Service Desk
- Overview
- Blog
- Analytics
- Space Settings

- PAGES
- > ITIL Process Guides
 - > Knowledge Central
 - > Service Catalog
 - General documents
 - SSO Configuration Instr...
 - > Post-Incident Reviews (...)
 - > Change Enablement

Archived pages

IT Service Desk / Post-Incident Reviews (PIRs) 4 Jira links

Share

Inc #184 - Billing system is down - postmortem report

Created by Sammy ServiceDeskAgent
Last updated just a moment ago • 1 min read • Analytics

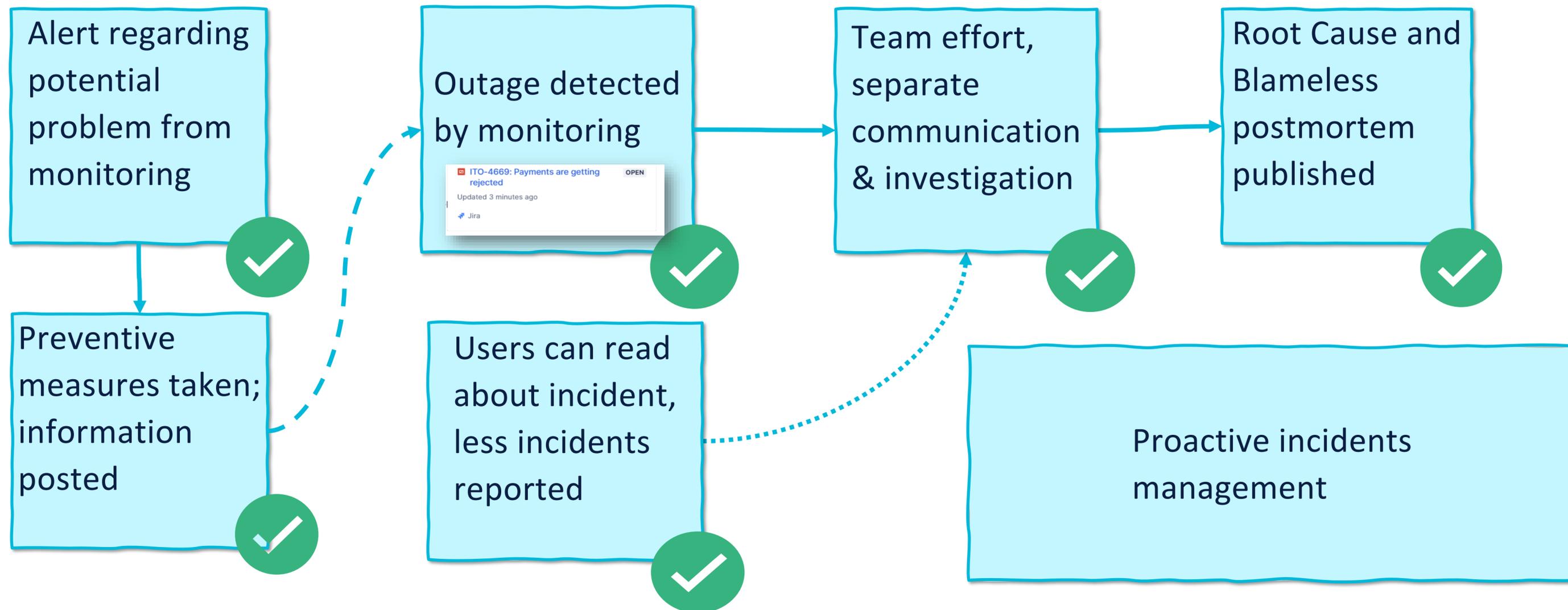
Priority	P1 CRITICAL
Affected services	Banc.ly
Incident duration	10 minutes 28 seconds
Start and end dates	Jun 17, 2020 16:33 (UTC -07:00) → Jun 17, 2020 16:44 (UTC -07:00)
Responder teams	Service Desk
Incident responders	@Serena ServiceDeskManager @Sammy ServiceDeskAgent @Dante Developer
Incident response roles	<ul style="list-style-type: none"> Service Desk Web Development Team
Incident	Billing system is down
Command center sessions	There are no associated command center sessions.
Postmortem owner	@Sammy ServiceDeskAgent

PIR - Incident 123P0 / 4th Oct 2024

|Type /ai for Atlassian Intelligence, / to add elements, or @ to mention someone (we'll let them know)



The journey from Zero to Hero



The journey from Zero to Hero

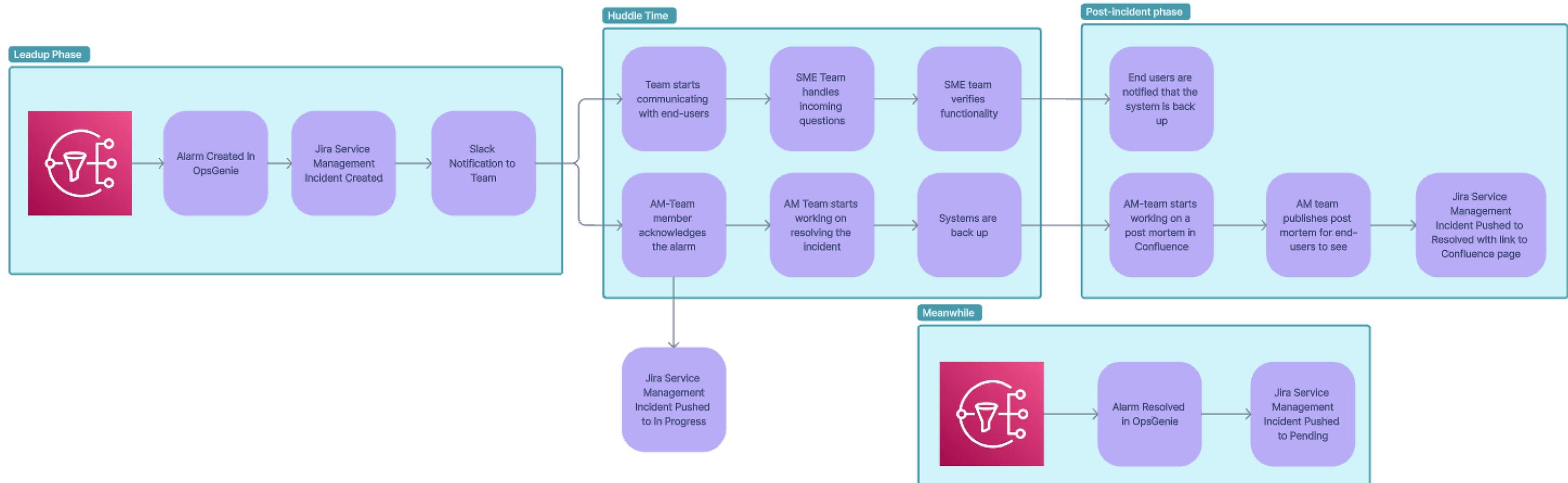
Proactive incidents management

Team review:

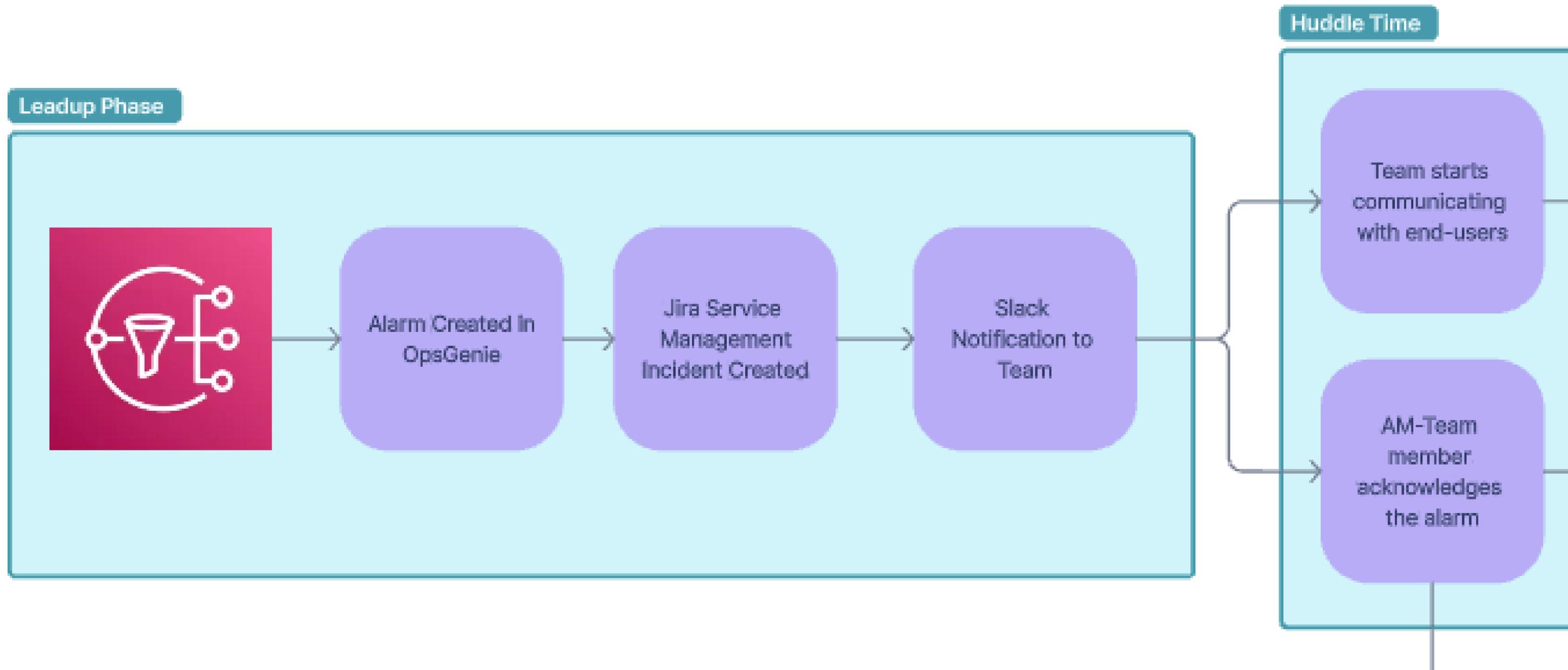
- Communication Improvements
- Monitoring improvements
- Preventive actions
- Learning from every incident



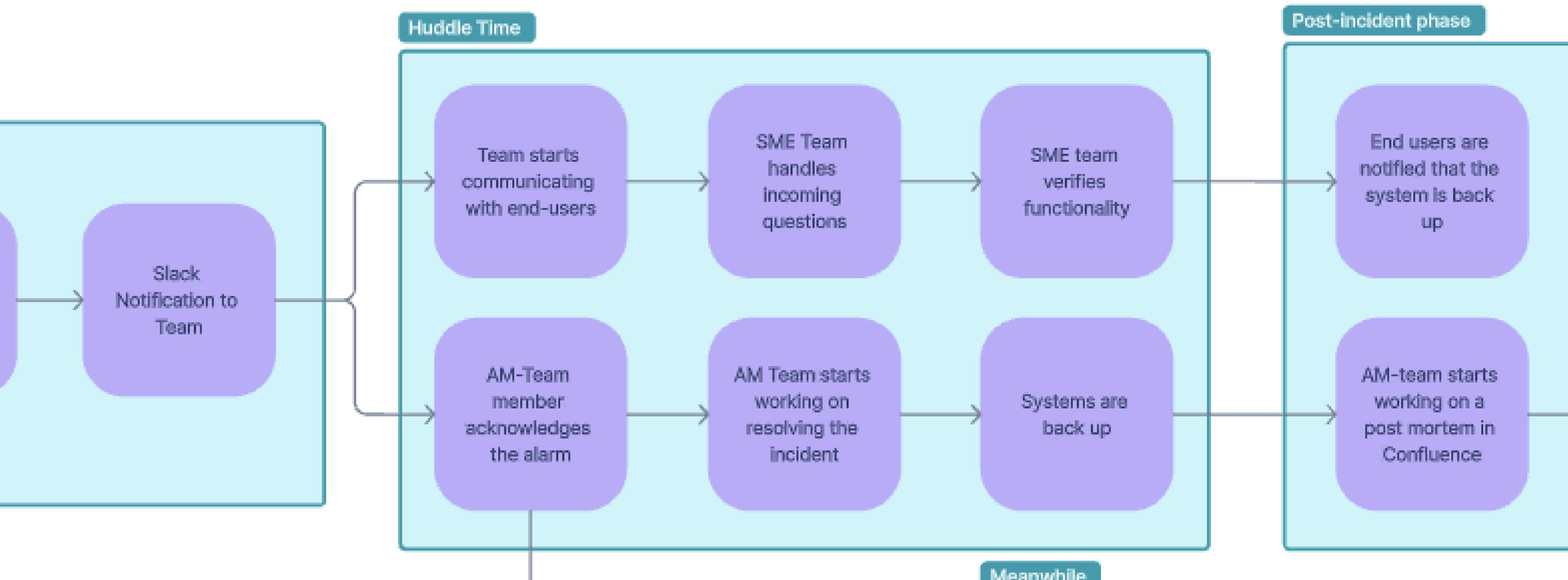
The journey from Zero to Hero



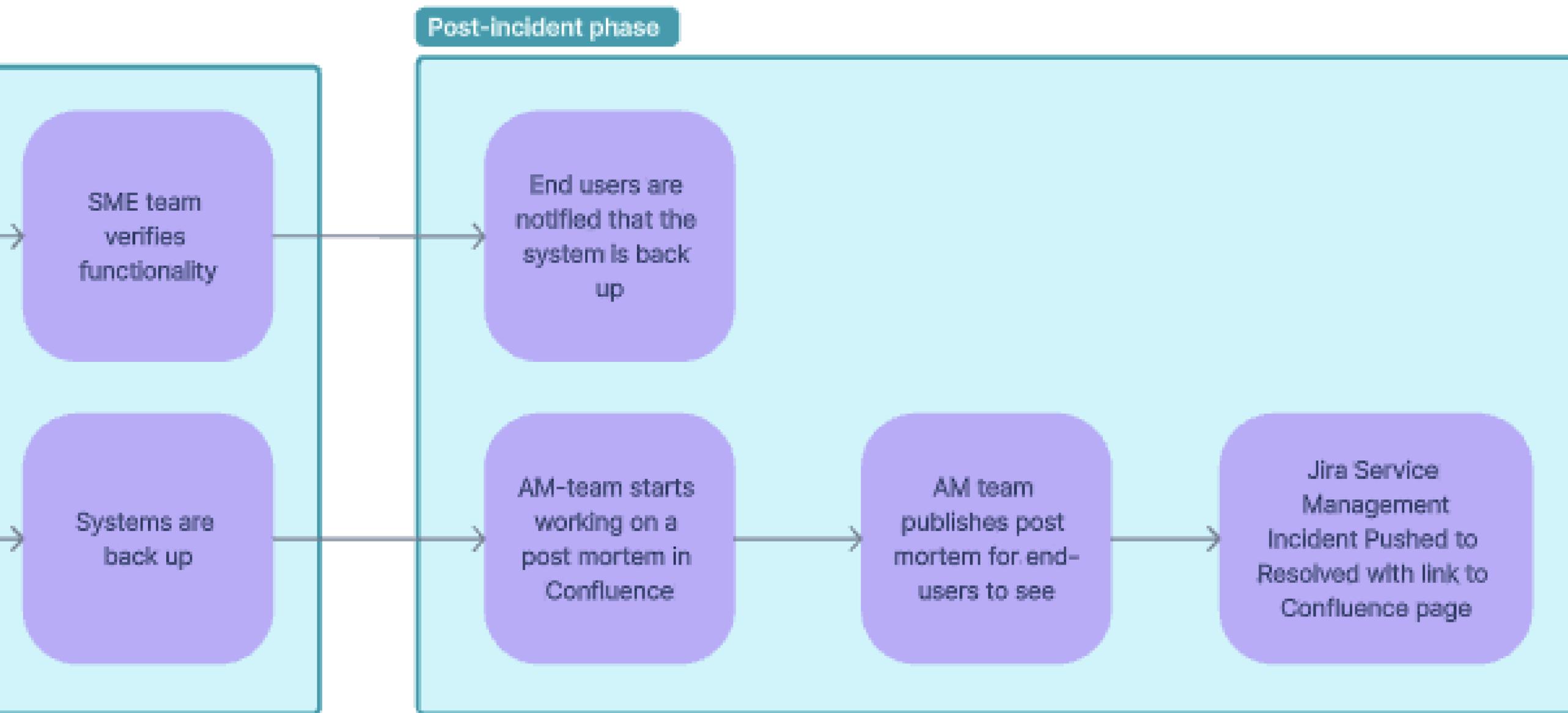
The journey from Zero to Hero



The journey from Zero to Hero



The journey from Zero to Hero



Meanwhile

DON'T

Stay silent

Alone

Rigid

Repeat mistakes

Powerlessness

INSTEAD

Communicate

Team-based

Refine

Learn & adapt

Autonomy & mandate

MODERN SERVICE MANAGEMENT WITH ATLASSIAN



key elements

culture
(people)



practices
(ways of working)



agility
(team structure)



products
(open & adaptable)



Modern frameworks

ITIL 4

IT4IT

DevOps



Atlassian Team Playbook



Ways of Working lab



Jira Service Management



Jira Software



Confluence

Atlassian Platform



www.stretchaddera.com