

Service incident runbook

Owner

Operations | Applies to: the Northwind request portal

Before changing the service

Confirm impact and name the incident owner. Record evidence before restarting components.

1. Establish the situation

- Record the first observed failure and the affected user groups.
- Check whether a deployment or configuration change preceded the failure.
- Open an incident record and agree the next update time.

2. Choose the next check

Observation	Next check	Owner
All users affected	Service health and dependencies	Operations
One group affected	Access and routing	Support
Failure after a change	Deployment evidence and rollback readiness	Engineering

3. Communicate

text

Impact: <what users cannot do>
Owner: <named coordinator>
Next action: <specific check>
Next update: <time>

4. Close with evidence

Confirm recovery with an affected user, record the timeline, and assign follow-up actions.