

What should happen first?

A user reports that a shared service is unavailable.

A / Restart every component

B / Confirm impact and name the incident owner

C / Wait for more reports

Confirm impact. Establish ownership.

The incident owner coordinates the response and keeps communication consistent.

Identify who and what is affected.

Record the time and the observed symptoms.

Choose the next check before making changes.

TEAM EXERCISE / 5 MINUTES

Put the lesson into practice

Use a recent example from your own service.

Who would take ownership?

Where would you record impact?

How would the team communicate updates?