

PagerDuty

PagerDuty Getting Started Guide

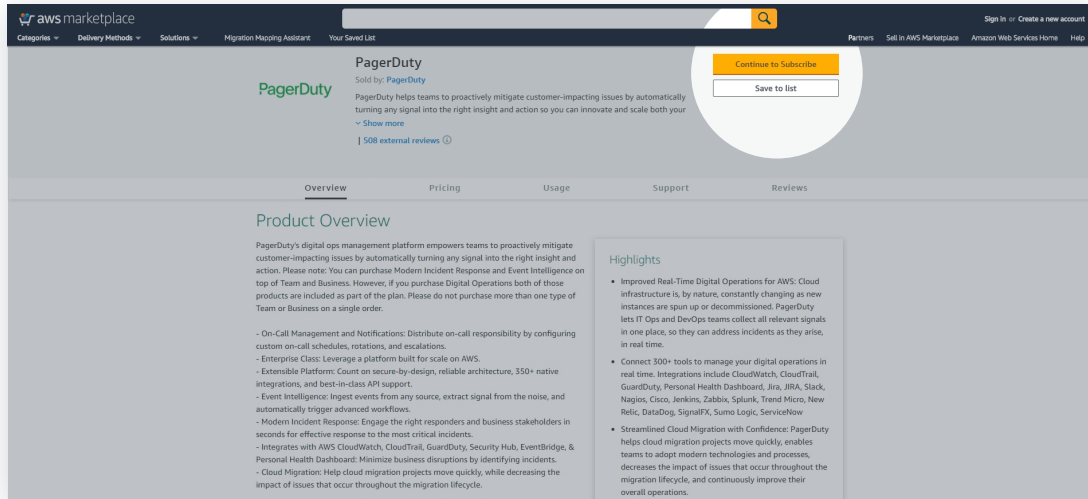


PagerDuty allows your IT Ops and DevOps teams to collect all relevant signals in one place, so incidents can be addressed as they arise, in real-time. It also integrates with over 350 tools to manage your real-time digital operations, helps your cloud migration projects move quickly, and decreases the impact of issues throughout the migration lifecycle.

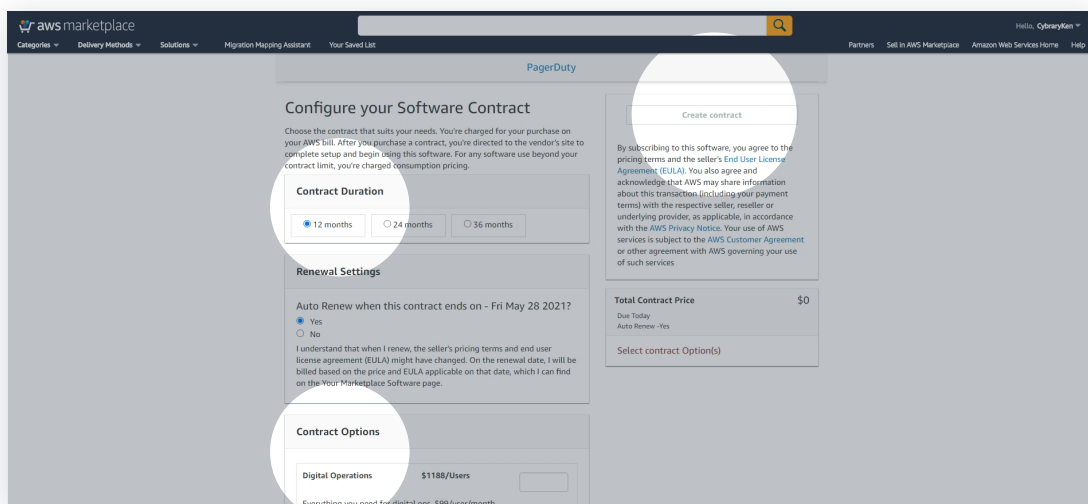


Part 1: Subscribing to PagerDuty

Step 1 PagerDuty can be found in AWS Marketplace. Select the **Continue to Subscribe** button.



Step 2 Select the duration of your contract and contract options, then select the **Create Contract** button.

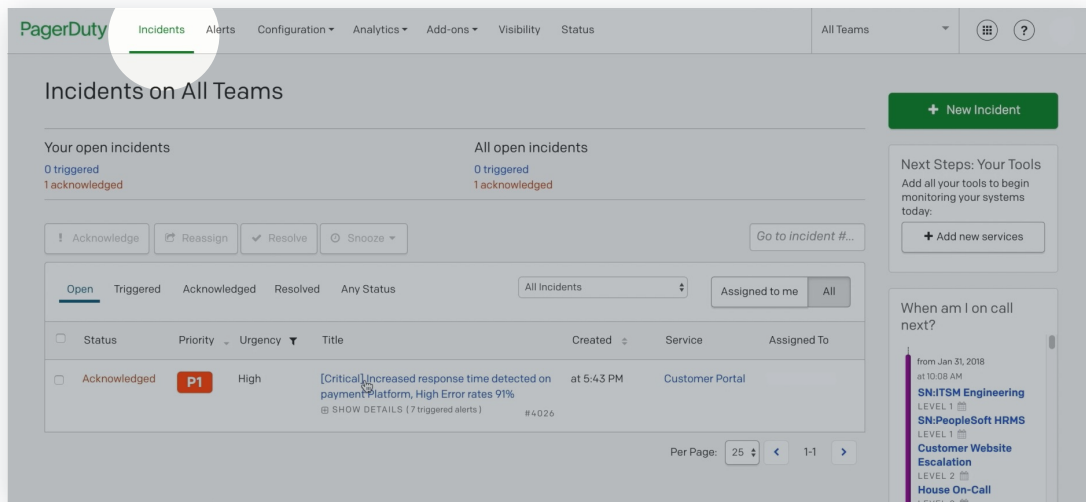


Steps 1 - 2 of 2
Part 1 Complete

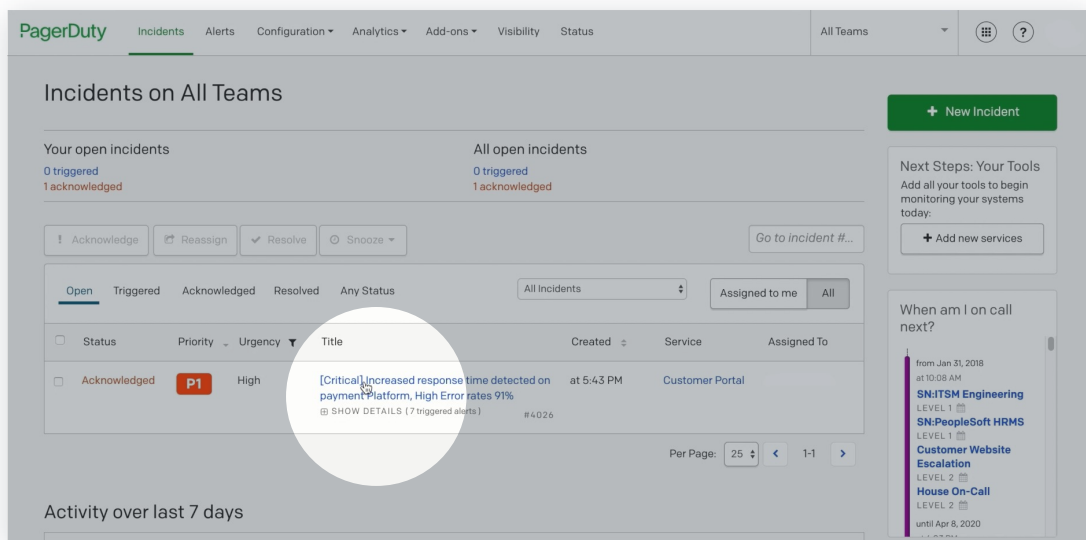
Part 2: Demonstration Guide for PagerDuty

Note: This demonstration will use a pre-configured version of PagerDuty.

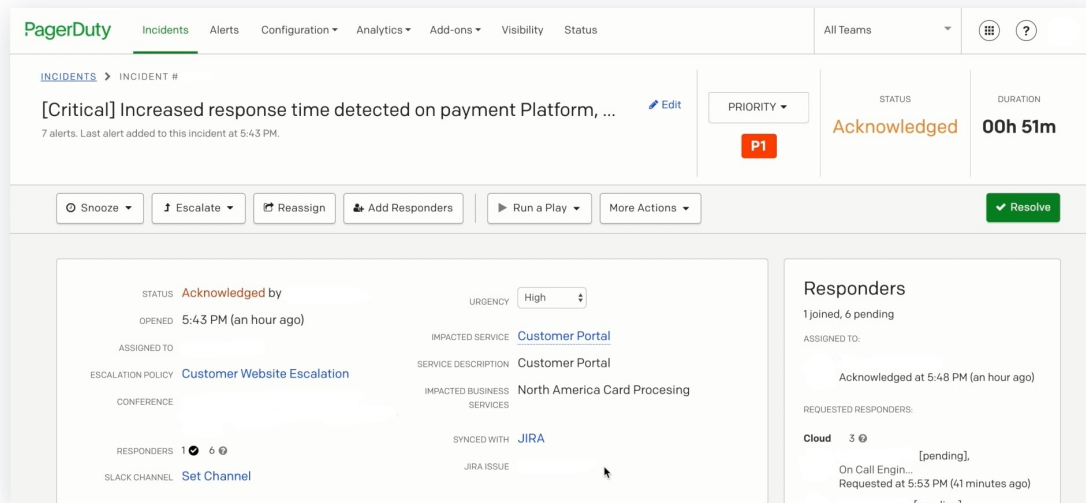
Step 1 Once you have subscribed to PagerDuty and logged in, you will see the **Incident** tab.



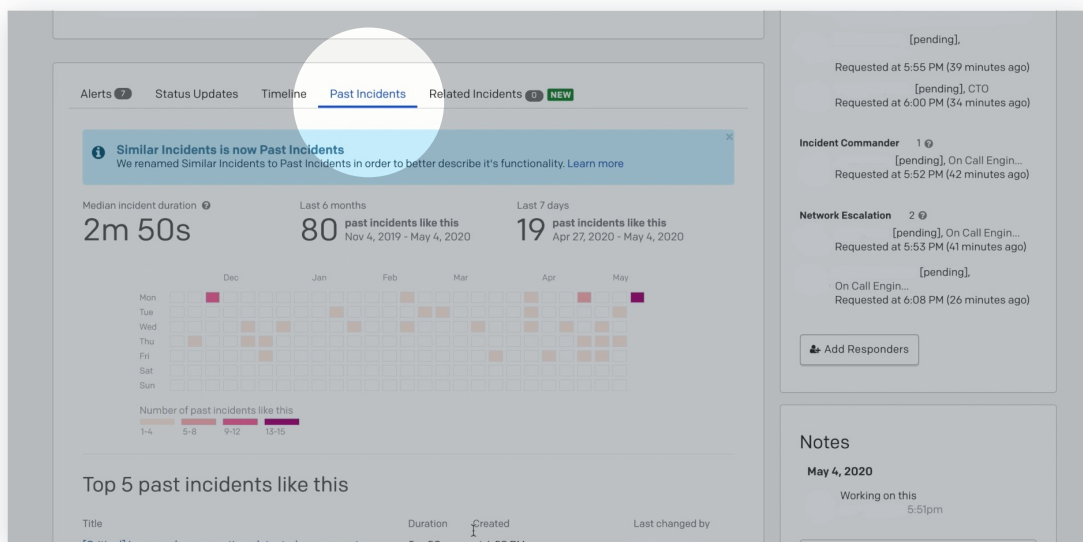
Step 2 Select the **incident title** to view additional information.



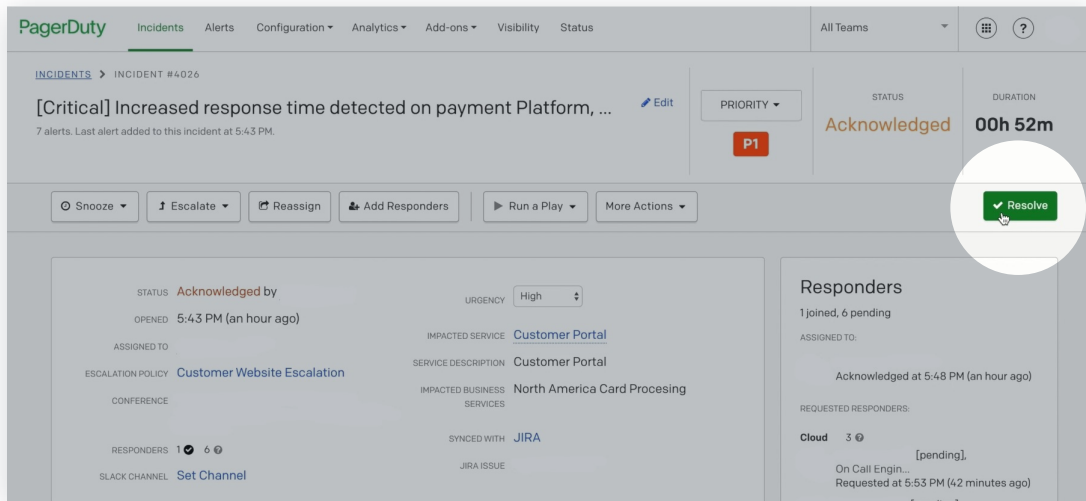
Step 3 Here, you can see details of the incident.



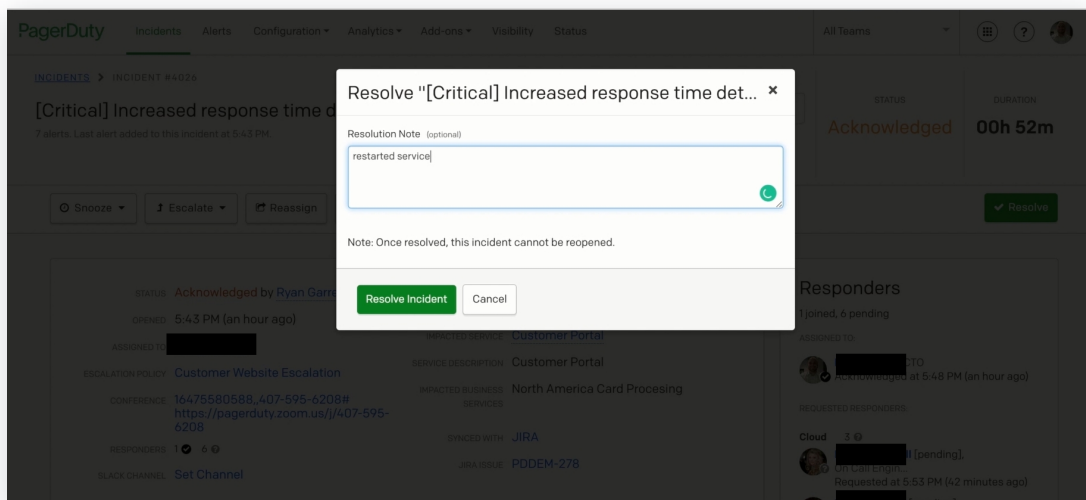
Step 4 If you scroll down the page, you can also view information on past incidents.



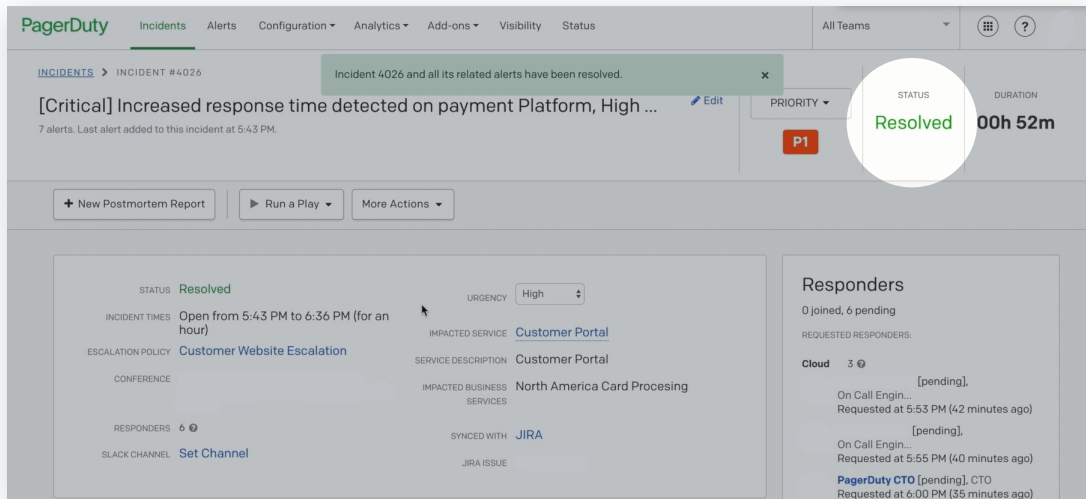
Step 5 You can resolve an incident by selecting the **Resolve** button at the top right of the page.



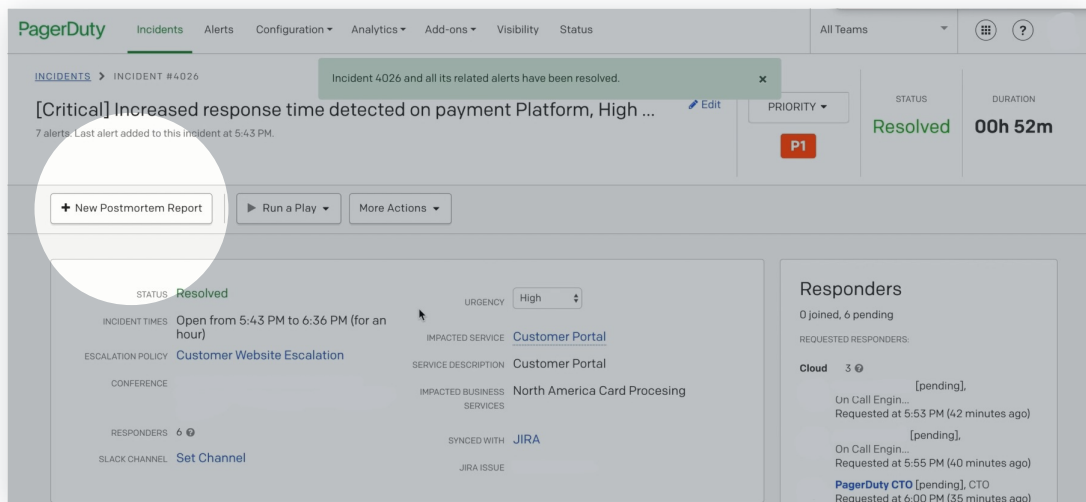
Step 6 You can then add a note and resolve the incident.



Step 7 The incident will then show as **Resolved** at the top right of the page.



Step 8 Select the **New Postmortem Report** button at the top left.



Step 9 Here, you can customize the report information.

PagerDuty Incidents Alerts Configuration Analytics Add-ons Visibility Status All Teams

POSTMORTEMS > [CRITICAL] INCREASED RESPONSE TIM Postmortem created

Edit Report

View Report Delete Report

For a walkthrough of creating a postmortem report, see the PagerDuty Knowledge Base. For information on how to run a postmortem process, check out the PagerDuty Incident Response Documentation.

Report Name
[Critical] Increased response time detected on paym

Owner of Review Process

Status
Draft

Impact Start Time
2020/05/04 17:43 Eastern Time (US & Canada)

Impact End Time
2020/05/04 18:36 Eastern Time (US & Canada)

The purpose of the postmortem process is to learn how to improve both system resiliency and the response process. The first step is to create a report with relevant data for context and a timeline of what happened. This helps us understand exactly what what went wrong, the factors that contributed to it, and what can be done to reduce the impact and frequency of re-occurrence. The report is intended to be reviewed during a meeting shortly after incident resolution. For more details, you can read about the PagerDuty postmortem process: https://response.pagerduty.com/after/post_mortem_process/

Step 10 Scroll down the page and select the **Slack data** to pull into the report.

Data sources

PagerDuty

Select incident between impact start and end times:
from 2020/05/04 17:43 to 2020/05/04 18:36 (52m 58s)

Select incident from resolved incidents

OR

Find by incident number:
Enter an incident number + Add This Incident

#	Summary	
4026	[Critical] Increased response time detected on payment Platform, High Error rates 91%	Remove

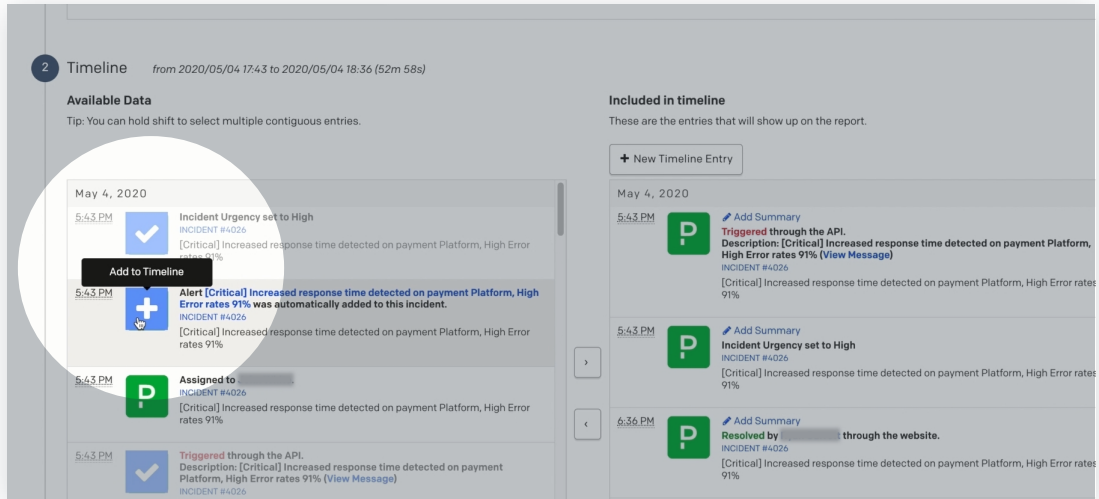
Slack

Channels

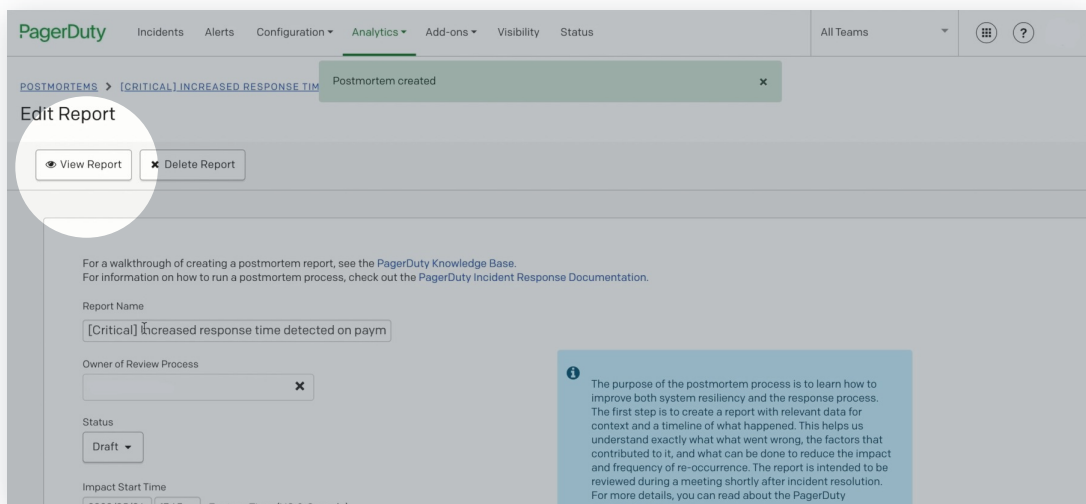
Start typing to find a slack #channel-name

- #pdt-rgarrett-demo
- #dshack-demo
- #general

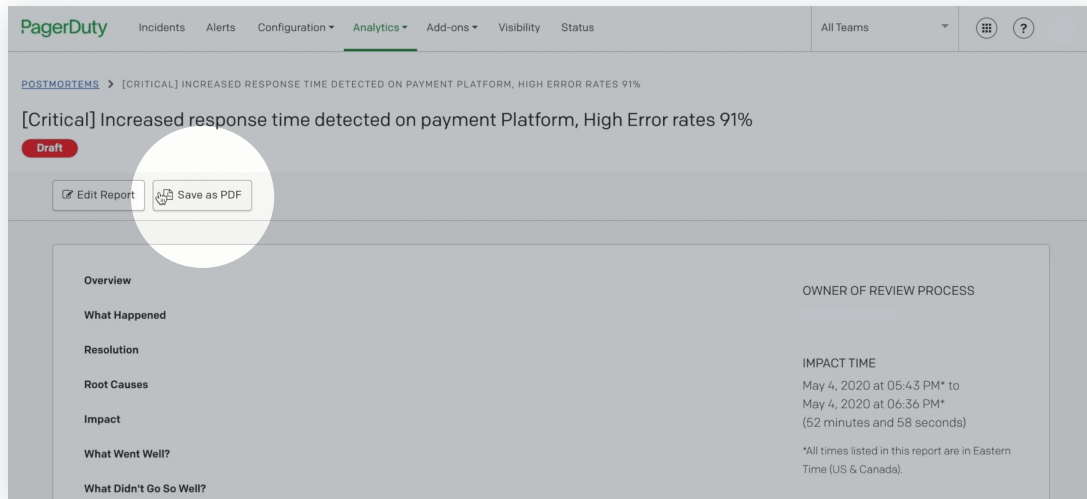
Step 11 Scroll down the page further and you can select the timeline items to add to the report.



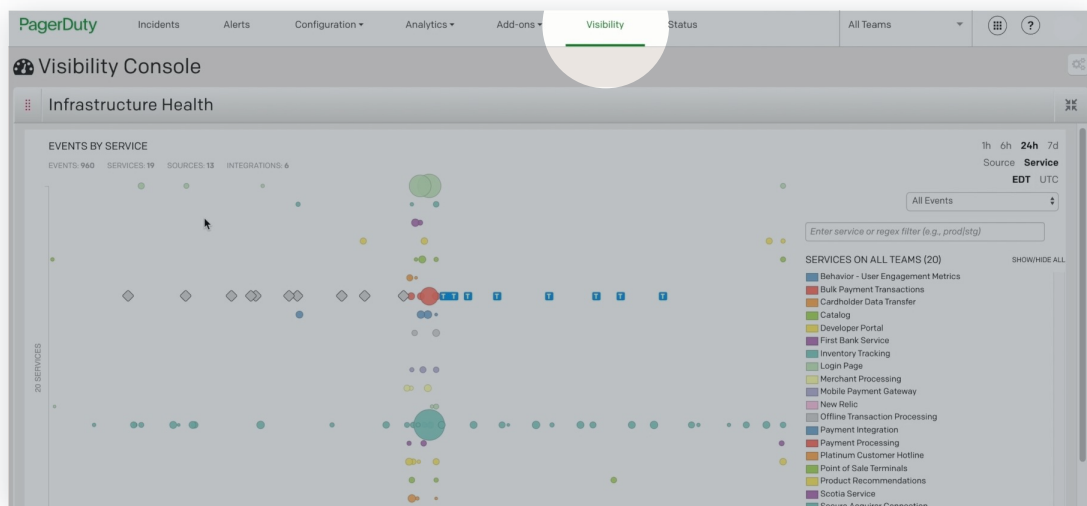
Step 12 Once you have completed your selections, scroll back up the page and select the **View Report** button.



Step 13 You can then save the report by selecting **Save as PDF**.



Step 14 Select the **Visibility** tab at the top to see the overall health of your infrastructure.



Thank you.

For more information, visit <https://amz.run/3GDa>

