

# 5 Steps to Resolve Incidents Times Faster with ChatOps



## 1 Determine there is an issue



In your team HipChat room, notifications from Datadog, JIRA Service Desk, PagerDuty, and StatusPage immediately alert your team to an issue.

## 2 Evaluate severity of issue



Discuss the issue with teammates in your HipChat team room to determine its severity. If escalating, move to step 3.

## 3 Create a “Hot Room”



From the JIRA Service Desk ticket, create a “Hot Room” in HipChat. Invite to the room every teammate needed to resolve the issue.

## 4 Gather info & automate tasks



Use the “Hot Room” to share information, links, and graphs from Datadog. This information sharing facilitates transparency, giving each team what they need to resolve the issue.

## 5 Use the historical record to learn



After the incident is resolved, use your “Hot Room” as an historical record of the event. Iterate on what went well and what could be improved.