



Using incidents to level up your teams

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Incidents **broaden your
horizons**

Incidents teach you to build
things that **fail gracefully**

Incidents teach you to make
systems **easier to debug**

Incidents are a chance to
learn from the best





How do we make incidents
accessible?



Declare **lots of incidents**



Encourage everyone
to **participate**

Show your working

If $a^2 + b^2 - c^2 = 0$ then the triangle is Right
 $x = \frac{-b \pm \sqrt{b^2 - 4ac}}{2a}$

$$\cos(90 - \text{LAT}) + \sin(90 - \text{LAT}) = 4(1.5 \times 1011 \text{ m})^2 \times (1370 \text{ W})$$

$$\sqrt{b^2 - 4ac} \geq 0$$

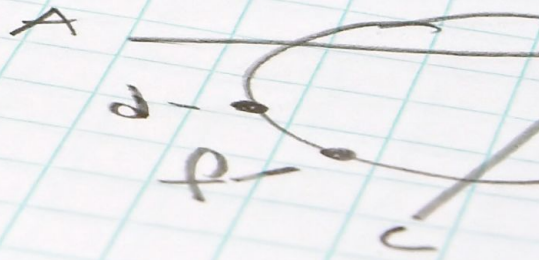
$$\sqrt{m^2 - 4 \times 5 \times 3} \geq 0$$

$$\sqrt{m^2 - 60} \geq 0$$

$$m^2 - 60 \geq 0$$

$$m^2 \geq 60$$

$$|m| \geq \sqrt{60}$$





Watch out for anyone
playing the hero



Thanks for listening

incident.io/community