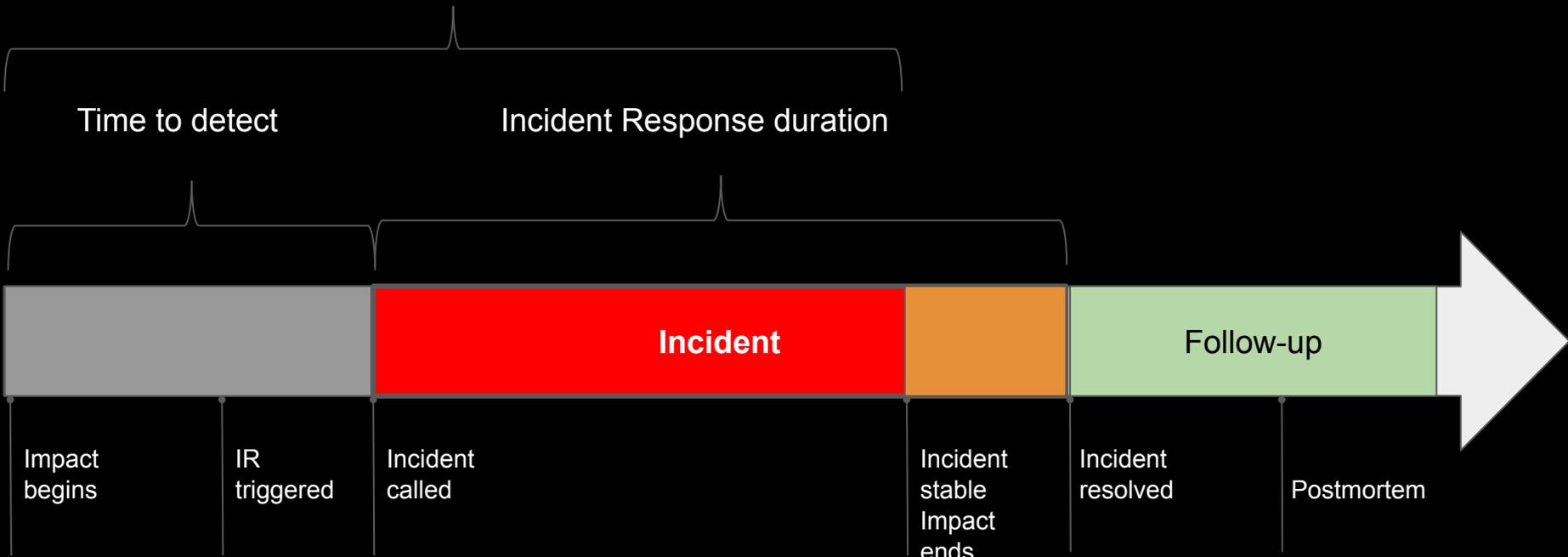


What RomComs didn't teach me about Incident Management

Ajuna Kyaruzi



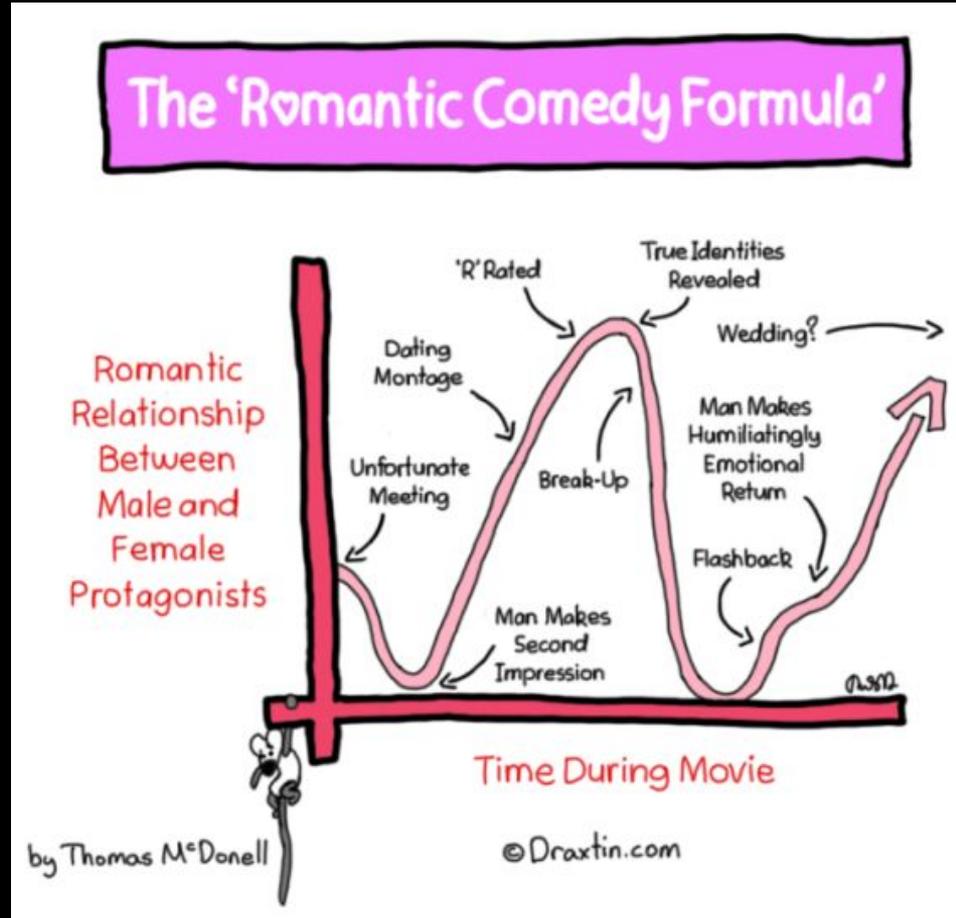
Customer Impact duration



Why Romcoms?



The Formula is a Known Secret



They are always running around airports (Liar Liar 1997)



Not old, Crazy Rich Asians (2018), still in airports/planes



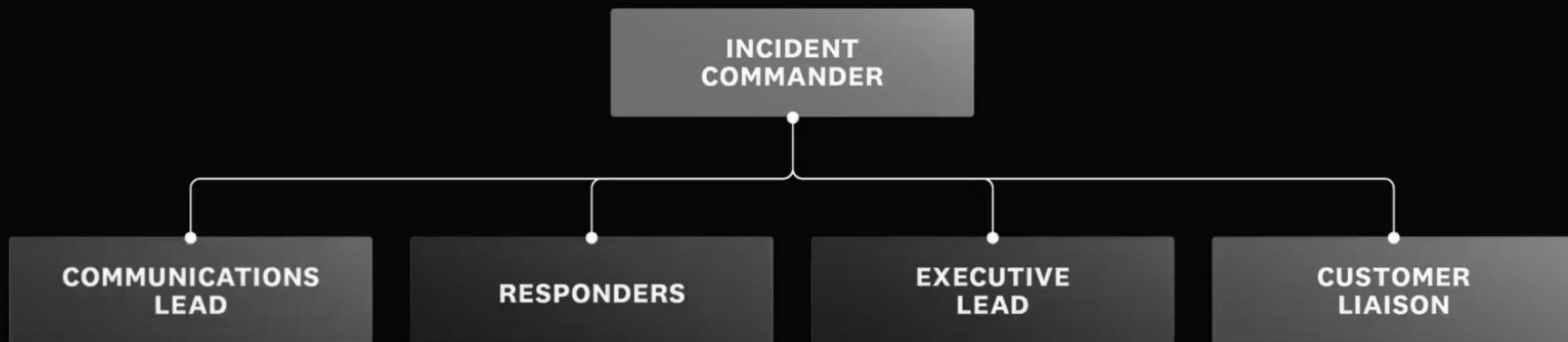
Great lines

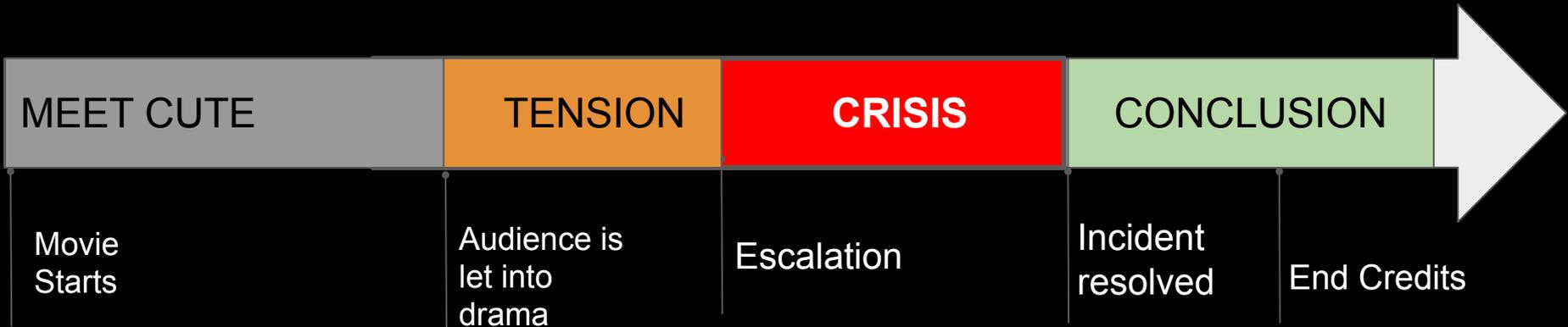


“IM is for tech, not people”?

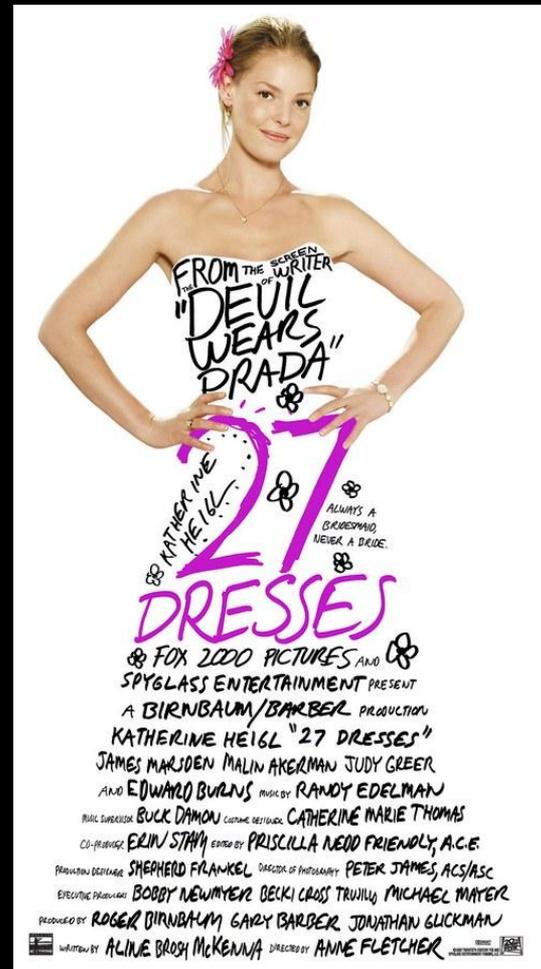


Incident Command System

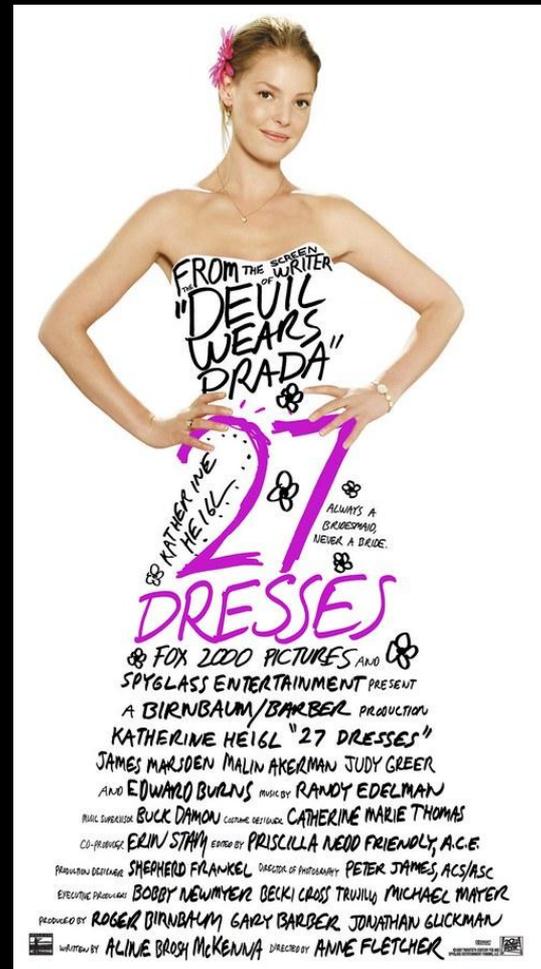




Where RomComs get it Wrong



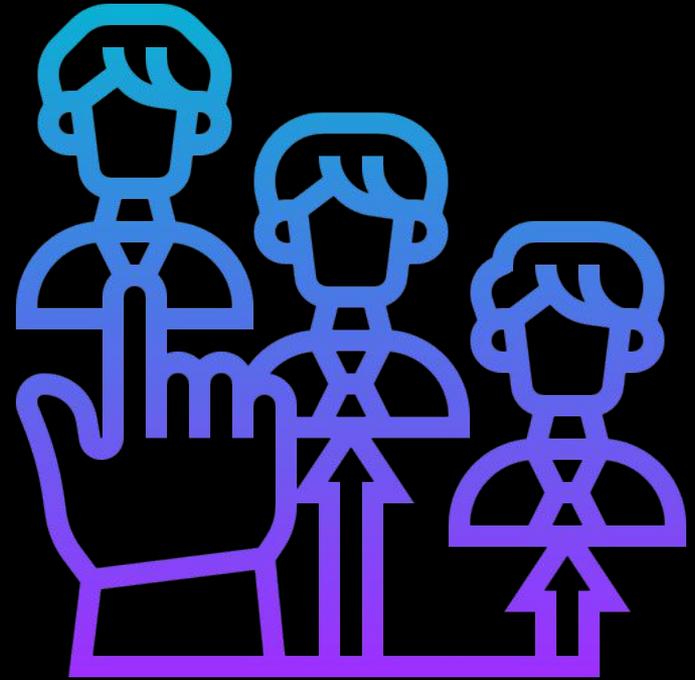
Where RomComs get it Wrong



Who takes responsibility?



Builds Up



Communication



Review & Reflect?



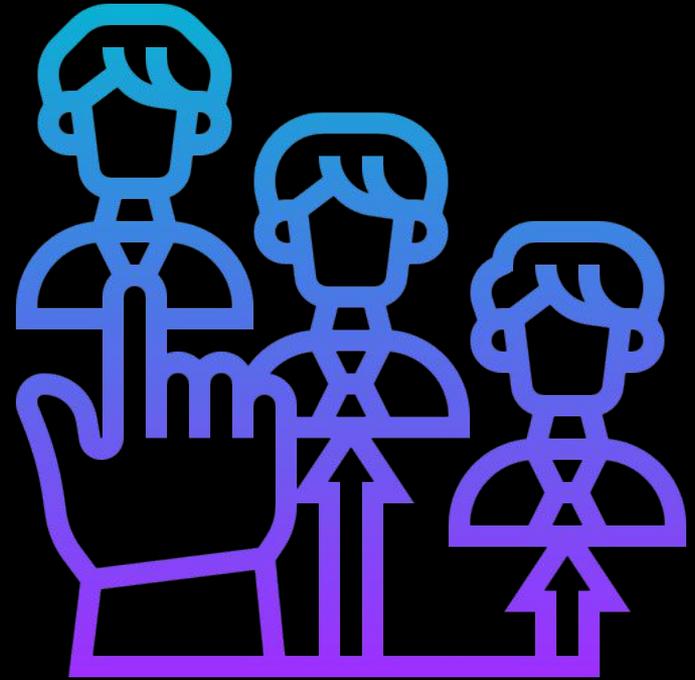
Incident Management succeeds at



Incident Command!



Incident Severities!

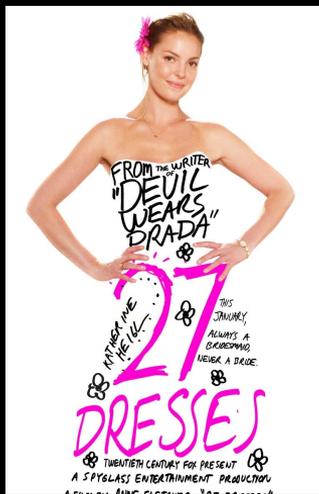
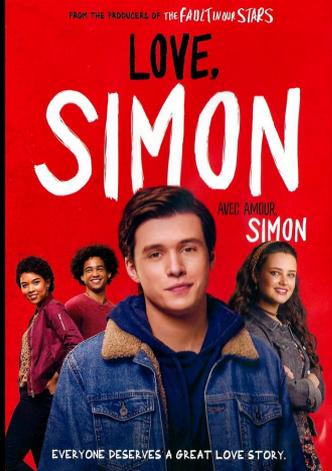
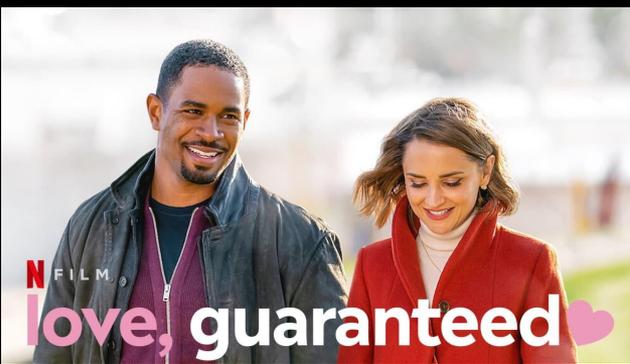


Communication

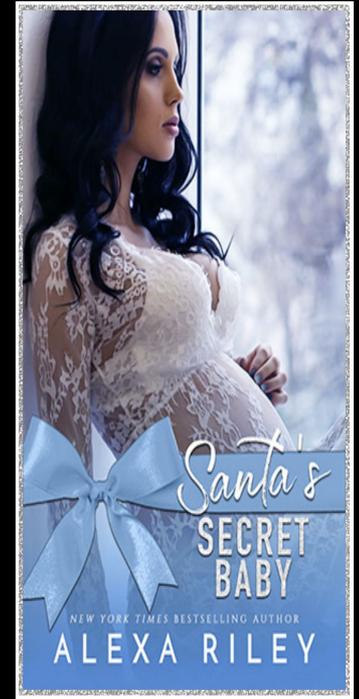
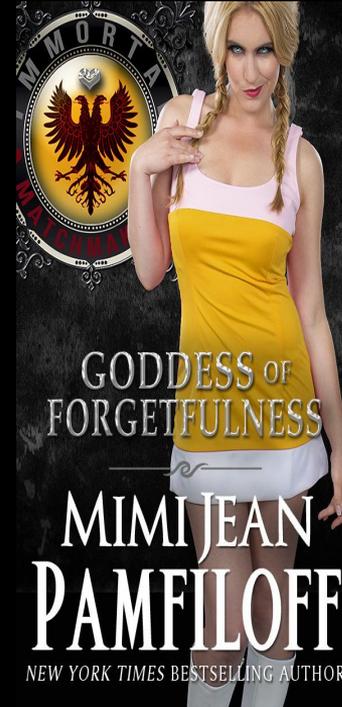
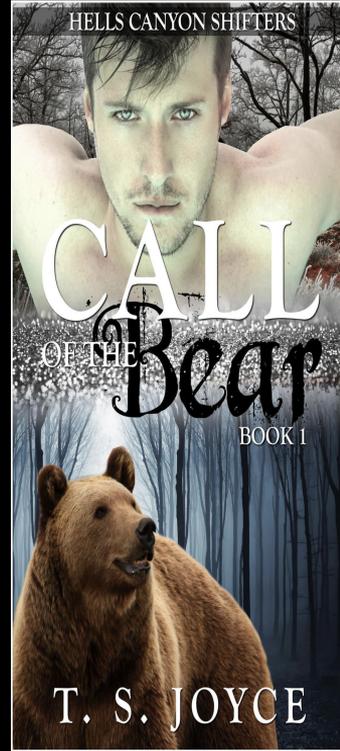
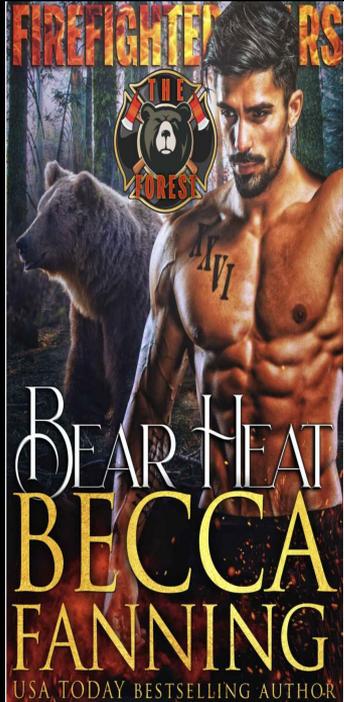


Post-Incident Reviews





Sometimes you can judge a book by it's cover



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