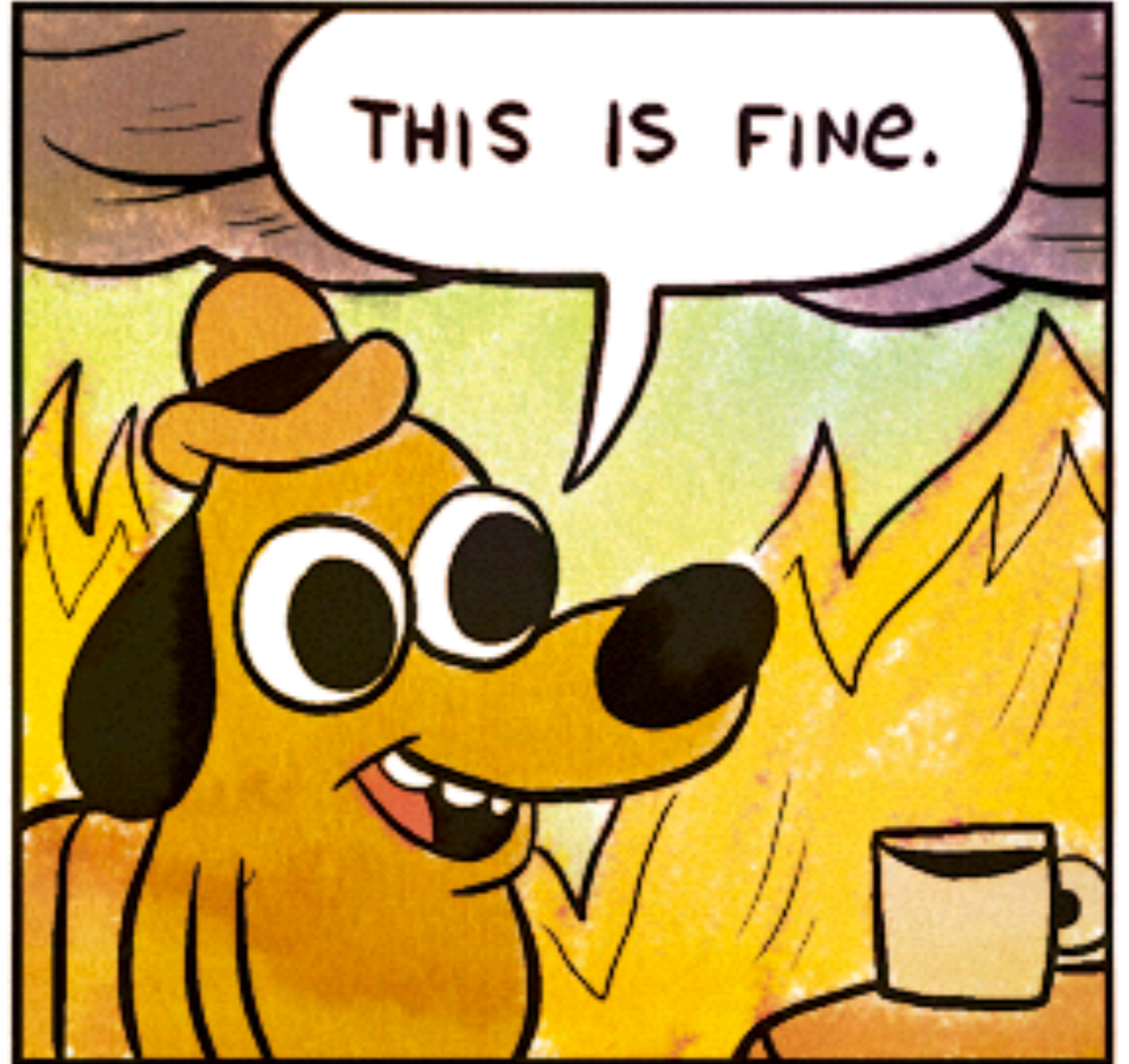


Don't be a bystander, be  
an Incident Commander

Rachael Byrne



Something is broken!



1. Skills  
2. Training

A man in a control room wearing a headset and looking at a console. The background shows a control room with multiple consoles and monitors.

# Major Incident Incident Response Incident Commander

A person is seen from behind, sitting in a dark room filled with numerous computer monitors. The monitors display various data, including what appears to be a cityscape, a grid of numbers, and other technical information. The person is wearing a dark shirt and has their hands on a keyboard. The text "Who can lead?" is overlaid in a bright green font across the center of the image.

Who can lead?

**NON TECHNICAL**



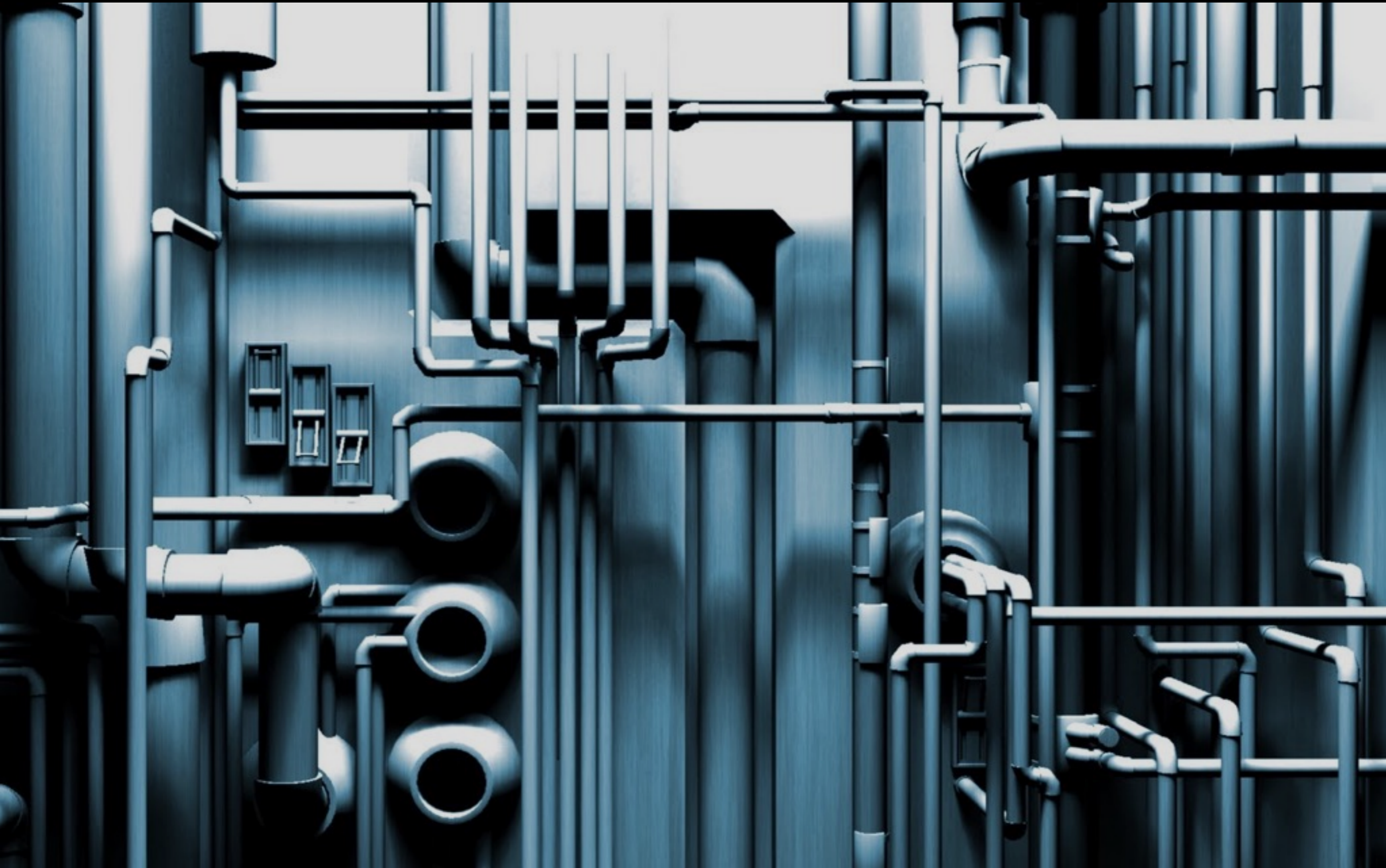
**INCIDENT COMMANDER**

**INCIDENT COMMANDER**

(spoiler, none are technical)

**SKILLS**





# 1. Process

# 2. Communication



A collection of antique pocket watches hanging from chains against a dark background. The watches are of various designs, some with ornate metal cases and others with simpler, more functional designs. The chains are made of metal links and are of different lengths. The overall scene is dimly lit, with the watches being the primary focus.

# 3. Time management



# 4. Listening

# Incident Commander Skills

1. Process
2. Communication
3. Time management
4. Listening



# Inclusive Incident Response Training

A conductor in a white suit stands with his back to the camera, leading an orchestra and choir. The conductor is holding a baton in his right hand and gesturing with his left. The orchestra members are seated in front of him, playing various instruments. The choir members are standing behind the orchestra, holding sheet music. The background is a large, ornate hall with a high, vaulted ceiling.

# Coordinate and delegate





# Office Hours



Shadow

A painting of a man with a beard, wearing a dark robe, sitting at a desk and writing in a large open book. He is holding a quill in his right hand and resting his left hand on the book. The scene is dimly lit, with a warm, reddish-brown background. The word "Scribe" is overlaid in green text in the center of the image.

Scribe



# Failure Friday

A still from the Star Trek: Enterprise episode "Reverse Shadow". It features Trip Tucker (Scott Bakula) on the left and Captain Archer (Scott Bakula) on the right, both in their red and black Starfleet uniforms. They are standing in a corridor with other crew members in the background. The text "Reverse Shadow" is overlaid in green.

# Reverse Shadow



Celebrate


# Inclusive IC Training

1. Define the role
2. Office hours
3. Shadow
4. Scribe
5. Failure Friday
6. Reverse shadow

#DevOps



# Thank you

 @b3rachael

[response.pagerduty.com](https://response.pagerduty.com)