



Cultivate Incident Escalation Policy

This policy outlines Cultivate's incident escalation procedures and quality assurance systems.

Incident Definition

We define an incident as an event that causes disruption to or a reduction in the quality of a service which requires an emergency response.

An incident is resolved when the affected service resumes functioning in its usual way. This includes only those tasks required to restore full functionality.

The incident postmortem is done after the incident to determine the root cause and assign actions to ensure it is addressed before it can cause a repeat incident.

Incident tracking

Every incident is tracked as a ticket in Cultivate's ticket system of record, Assembla.

Incident tickets are typically created by a support engineer in response to a customer ticket or by a developer recognizing a monitoring alert as being an incident. At Cultivate we urge people to create a ticket if they're worried about something, rather than wait to escalate it.

Incident manager

Each incident and therefore ticket, is driven by the incident owner, who has overall responsibility for and authority for the incident. This person is indicated by the assignee on the incident ticket. The incident owner is empowered to take any action necessary to resolve the incident, which includes calling anyone in the organization and keeping those involved in an incident focused on restoring service as quickly as possible.

The incident owner is a role, not an individual on the incident. The advantage of defining roles during an incident is that it allows people to become interchangeable. As long as a given person knows how to perform a certain role, they can respond for any incident.

