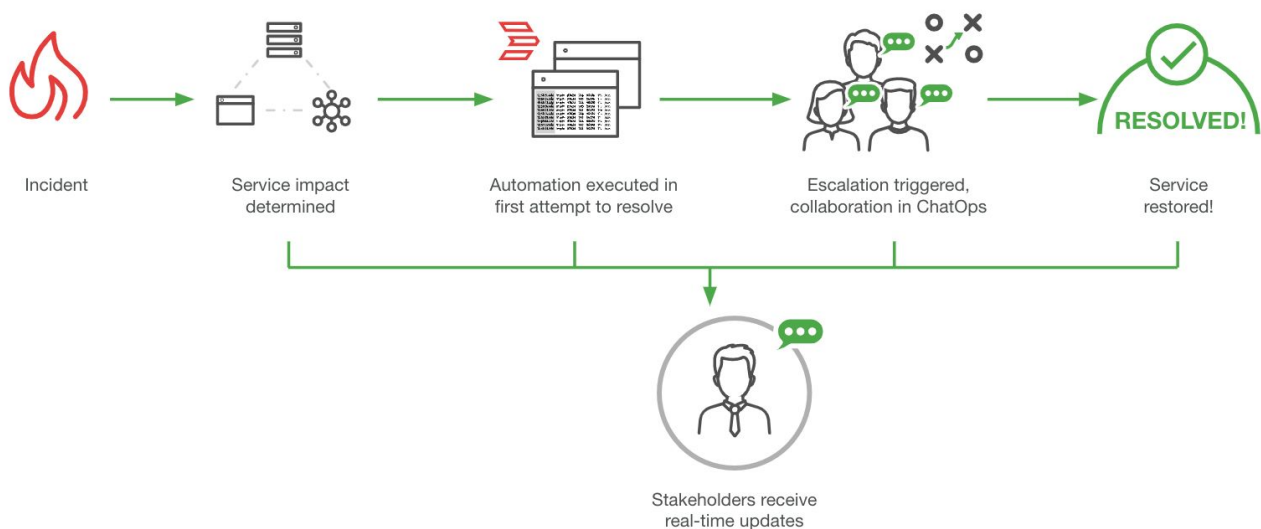


Empower your teams to take the right actions to respond to incidents in real time, protecting your revenue and customer relationships by ensuring digital services are always-on. **PagerDuty Incident Response** provides end-to-end management of the incident response process—from on-call responder notification through remediation and post-incident reviews. Business response capabilities keep stakeholders throughout the business informed in real time, allowing the entire company to collaborate and respond to issues before they impact customers. Plus, PagerDuty puts services, rather than teams, at the center of incident response to promote service ownership and improve the performance of your digital operations.

## Automated Incident Response



## Why PagerDuty Incident Response?

### Mobilize the right response

Go from single-responder triage to mobilizing the right cross-functional team in seconds from any device. With on-call schedules and escalation policies, service ownership within your team has never been easier.

### Orchestrate across teams

Keep stakeholders throughout the business informed in real time with status dashboards and scalable stakeholder notifications. Empower the entire company to collaborate and respond to issues—before your customer is impacted.

### Keep humans from being the first line of defense

Reduce toil, escalations, and response times with PagerDuty Rundeck Actions. Use Rundeck to automate diagnostics and remediation steps before a human is even woken up.

### Learn from major incidents

Conduct postmortems to learn from past incidents. Create and curate a timeline of activity, and promote a culture of continuous learning and process improvement.

Trusted by over 18,000 companies, including:



# 600+ Integrations

CI/CD

Monitoring & Observability

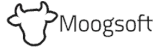
IT Ops

Cloud

ITSM

Customer Service

Comms



## Features

### Service Directory and Intelligence

Drive clarity and accountability by aligning services and component ownership instead of getting alerts from siloed tools. Use service profiles to access helpful information for each service, and during a response, leverage the dynamic Service Graph to view the health of your services at a glance, or assess the impact radius of an incident and zero in on probable cause.

### Advanced ChatOps and Conferencing Integrations

Spin up audio and video conference bridges directly from the incident details page. Work with the ChatOps tools you already know and love like Slack and Microsoft Teams using pre-built integrations.

### ITSM Integrations

Integrate with any ITSM or ticketing solution (JIRA, ServiceNow, BMC Helix, etc.) to automatically drive accountability and real-time response in seconds. Seamless bi-directional syncing between platforms allows you to maintain a complete history of all activities in your ITSM system of record.

### Response Coordination and Automation

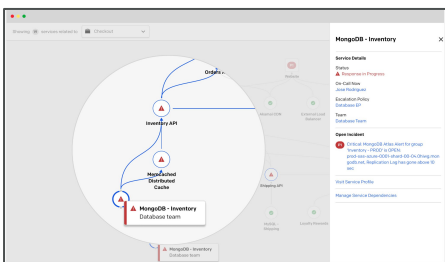
Design the appropriate response for any impact level. Deploy automated remediation through Rundeck Actions, mobilize responders, spin up a conference bridge, engage stakeholders, and send status updates with the click of a button.

### Postmortems

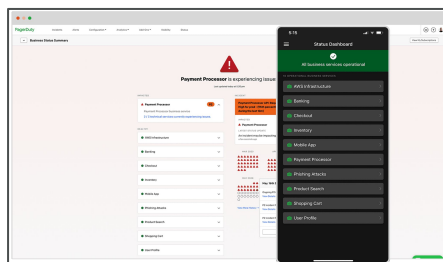
Streamline post-incident learning to get better at resolving and preventing future incidents. Point and click to build a timeline in minutes, so you can invest more time in understanding root cause and determining the most important follow-up actions.

**“Since using PagerDuty Incident Response, our MTTR has decreased by 86%.”**

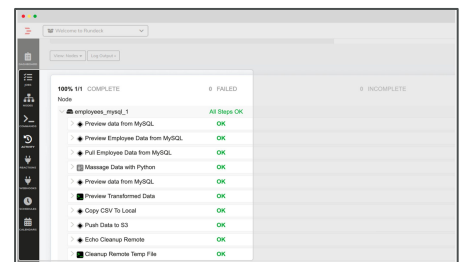
**Rachel Watson, Head of Service Operations  
Sky Betting and Gaming**



Find up- and downstream dependencies during an incident response with Service Graph.



Keep stakeholders informed by providing real-time business impact information at scale with status dashboards.



Connect responders and event triggers to safe, delegated automation.