Coordinate a major incident

Use a dedicated major incident, establish command, coordinate responders, and verify external updates.

https://docs.qintoravacloud.com/guides/major-incident/

Start the response

Open Major incidents. Establish the operational trigger, affected services, existing incident links, incident commander, responder groups, and communications owner. Use the major incident workflow action made available for your record and role. Confirm the resulting major incident number and relationship to the source incident.

Operate the war room

1. Open the saved major incident and review the response timeline and active roles. Use the available war-room actions to coordinate responders.
2. Record start time, confirmed impact, owner, next update time, mitigation attempts, and restoration evidence. Keep planned actions and executed actions distinguishable in the timeline.
3. Use the configured notification channel. SMS delivery requires a configured provider and eligible opted-in recipients. Check the delivery evidence and affected audience before sending a follow-up.
4. At recovery, record the restoration verification and assign follow-up such as a problem investigation. Confirm links, publication status, and that follow-up has a named owner.

Troubleshoot

If a join or communication action is unavailable, check incident state, your assigned role, channel configuration, and recipient enrollment. If a message shows queued or accepted, inspect the provider receipt for final delivery. When delivery is unknown, record the outcome and use the established incident communication channel. See Major incident fields and Notifications.