

# *Augment collaboration for simpler, faster operations*

Speed up Incident lifecycle in Slack. Augment response processes for IT Ops / DevOps.

We hear that AI and Machine Learning will help us. Many of us seek easy-to-use automation to make tasks faster and easier. Why? Because automation that you command solves a lot. IT Operations teams need a helper. If you use Slack and PagerDuty then automated help is here. RigD machine learning augmentation is available through an app for Slack – it is your helper bot that relieves major IT Ops issues.



## **Make it Faster and Easier to Assess- Discover-Prioritize**

Cutting through the noise, zeroing in on the trouble-spots and incidents, and prioritize them faster than you're doing it today.

Using the RigD chatbot in Slack reduces the time needed to switch context back to PagerDuty and in some cases a task can be performed through one command versus a series of screens.



## **Apply Expertise Quickly to Diagnose and Fix Business-Impacting Issues**

Identifying the correct experts and getting them to collaborate quickly is essential.

RigD speeds up Diagnosis, Coordination, Collaboration and Remediation throughout the Incident Lifecycle.



## **Get More from the Aftermath**

Grasping underlying issues to achieve better, faster results in the future is essential.

RigD assists the Post Mortem process by gathering the data for you. We help you build your own augmented automation: a process flow to have the team get prompted to do, will begin to ensure consistency from incident to incident and across the team

RigD helps drive efficiency into the workflow from the identification point on. The bot accelerates data collection for incident diagnosing issues by providing the mechanisms to gather the data right from within Slack. Bring incident data and the relevant people into Slack to facilitate faster root cause identification. Capture and learn from all of the troubleshooting interactions to help teams develop automation to drive faster MTTR for future issues.

Working an Incident			
Item	PagerDuty UI	with RigD	Savings
Acknowledge an Incident	0:16	0:09	44%
Get Incident Details	0:16	0:05	69%
Create Working Channel	1:30	0:15	70%
Gather Logs and Config	3:52	0:42	81%
Add a Responder	0:35	0:14	60%
Update Status	0:28	0:10	64%
Make a Config Change	0:40	0:31	23%
Add a Note	0:25	0:09	64%
Resolve the Incident	0:26	0:10	62%
<b>Total</b>	<b>8:28</b>	<b>2:25</b>	<b>71%</b>

Wayne 2:06 PM  
get pagerduty on call

RigD-Dev 2:06 PM  
Get PagerDuty On Call  
if this is not the activity you wanted, use `/clear rigd` to cancel

Please provide the service or team to get on call for.

Wayne 2:06 PM  
ops

RigD-Dev 2:06 PM  
Processing...

On Call Schedule for Team: ops

L2 - Escalation Level 2  
Justin Griffin

Ops - Escalation Level 1  
Justin Griffin

Start  
2018-10-04 9:00 AM

End  
2018-10-11 9:00 AM

### Who is on call

Wayne 2:09 PM  
work pd incident

RigD-Dev 2:09 PM  
Work PagerDuty Incident  
if this is not the activity you wanted, use `/clear rigd` to cancel

Please provide the incident number

Wayne 2:09 PM  
23493

RigD-Dev 2:09 PM  
Please provide any additional slack users or groups to collaborate with (separate with a comma).  
The incident assignees, responders, and subscribers will be automatically added.  
Suggestions (0, skip input)

Wayne 2:10 PM  
justin, jon landin, mike

RigD-Dev 2:10 PM  
Please indicate if this working channel should be private.  
Suggestions (1, yes 2, no)

Wayne 2:10 PM  
2

RigD-Dev 2:10 PM  
Processing...

Working Incident in channel #pagerduty-23493

### Work an Incident

Justin 2:31 PM  
Get PagerDuty digest 19917

RigD 2:31 PM  
Processing...

Incident 19917 Digest

### Incident Digest

Incident Metrics

High DB Latency on Activities Table

Service	AWS CV	Urgency	high
Created	2018-09-10 3:55 PM	Time to Acknowledge	0 Days 0:03:37
Acknowledged	2018-09-10 3:59 PM	Troubleshooting Time	0 Days 0:00:22
Resolved	2018-09-10 3:59 PM	Time to Resolution	0 Days 0:03:59
Active Team Members	2		
Total Messages	6	Total Activities	2

Incident Activity

- Statement by @Justin - lets take a look at this
- Activity by @Justin - Get Lambda Function - with inputs: LambdaFunctionName  
jg-slackbot
- Accept by @Jon L. - memory looks ok
- Question by @Justin - so maybe the timeout value?
- Answer by @Jon L. - yes that looks low, I'll change it
- Activity by @Jon L. - Update Lambda Function Config - with inputs: LambdaTimeout  
LambdaFunctionName  
jg-slackbot
- Statement by @Jon L. - ok timeout has been increased
- Statement by @Justin - I'll resolve and add a note

End of Digest



### Key Machine Learning Capabilities and Value

**Natural Language Processing:** talk to your bot in Slack, no need for exact command syntax/complete commands, the bot figures it out.

**Input Suggestion System:** channel, user and team suggestions from the bot, no need to remember or cut and past long input strings

**Automated Sequence System:** process flows to speed up your operations at a group, team and user level