Suhas Bhairav

AI Incident Coordination Template

A practical, end-to-end playbook for AI-driven incident response

A ready-to-use template suite to coordinate AI incidents, from intake to post-incident review.

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Incident Intake & Scope

Capture the initial details to establish scope and containment. Define severity, affected services, and reporting channels.

Key move **Capture complete details early; escalate promptly to avoid delays.**

PRACTICAL CHECKLIST

01	Incident title, detection timestamp, reporting channel.
02	Affected services and systems; scope of impact.
03	Severity level and service priority at risk.
04	Initial suspected cause and key context (environment, region).
05	Data sources for validation (logs, metrics, dashboards) and access needs.
06	Stakeholders to notify (on-call, product, legal) and contact methods.
07	Immediate containment actions taken and suggested next steps.

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Impact, Ownership, & Updates

Assess impact and assign ownership to enable rapid decisions. Establish update cadence and channels from the outset.

Key move **Assign a single owner early; establish escalation path to prevent drift.**

PRACTICAL CHECKLIST

01	Affected services and scope; downtime, data risk.
02	Quantified impact: users affected, revenue, regulatory exposure.
03	Incident owner and deputy; decision authority; escalation path.
04	Stakeholder updates cadence and channels (status page, chat).
05	Containment actions and validation checks; rollback criteria.
06	Action tracking: tickets, owners, due dates; integration with system.
07	Automation & guardrails: auto-ticketing, auto-status updates, approvals gates.

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Resolution Notes & Post-Incident Review

Document resolution steps, root cause findings (where known), and learning actions. Capture metrics to improve future responses.

Key move **Finalize post-incident review within 7 days; assign improvements.**

PRACTICAL CHECKLIST

01	Resolution summary: root cause, corrective actions.
02	Metrics: MTTR, detection time, downtime duration.
03	Evidence artifacts: logs, dashboards, communications.
04	Final communications: what was shared and when.
05	Action backlog: long-term fixes, owners, due dates.
06	Adoption plan (Weeks 1-4): implement intake, assign owners, enable auto-notifications, tabletop exercise.

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ABOUT THE CREATOR

Suhas Bhairav

I build AI systems that combine distributed architecture, retrieval, knowledge graphs, security, and practical workflow design. My focus is AI that can be used repeatedly by real teams: understandable, reliable, and grounded in the work people already do.

EXPERTISE

- Principal systems architecture and applied AI engineering
- Production-grade AI systems, agentic workflows, RAG, and knowledge graphs
- Full-stack workflow applications across AWS, Google Cloud, Azure, on-premise, and hybrid environments
- Practical AI implementation patterns for automotive, manufacturing, finance, logistics, cybersecurity, sales, and customer operations
- Security, governance, observability, approvals, and failure-mode thinking for operational AI systems

WEBSITE

suhasbhairav.com

EMAIL

suhasbhairav@gmail.com