

SYMPHONY

FOR DEVOPS

KEY USE CASES

1. **Discuss and track systems/ applications support with team members in team chatrooms.** This reduces complex email flows and makes handover across shifts easier. Use @mention to get someone's attention/action and use the mobile app to respond to messages on the go
2. **Respond rapidly to urgent system issues** by setting up special alerts for important system or application support chatrooms, or messages coming from team leads or senior management
3. **Manage workstreams and aggregate info by tagging chats with specific projects/ priorities/ action items.** Tagging #urgent enables you to quickly view all tagged messages across your chats and prioritize the #urgent ones
4. **Integrate with third party applications and develop bots to automate workflows.** DevOps teams work with critical systems (e.g. JIRA, Github, etc.) that send notifications (via emails) to users. An integration enables those messages to be received in Symphony.
5. **Automatically notify a team member on duty during an incident** with Pager Duty, via a ServiceNow Integration. Using @mention, the team member gets alerted instantly and can respond rapidly

RECOMMENDED ROOMS

- [Application X] Support Room (e.g., KYC Application Support Room)
- [Application X] Team Room (e.g., KYC Application Team Room)
- [Project X] Support Room (e.g., Symphony Rollout Support Room)
- Network Change Control Room

RECOMMENDED USER DESKTOP SETUP

- **Text layout:** normal font size, spacious info density, and standard 'time ago' format
- **Folder organization:** place chats into critical vs informational folders, and create a VIP folder for your boss or other senior leaders to quickly notify you when they ping
- **Workspace:** keep important project and system rooms pinned to respond to urgent requests immediately. Also keep the relevant project/urgent signals pinned

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GET STARTED WITH #TAGGING FOR DEVOPS

#HASHTAGS FOR DEVOPS

GENERAL

#Application[Name]
#Urgent
#Escalation
#Ticket[Number]
#SOD (start of day)
#EOD (end of day)

NETWORK

#NetworkOutage
#NetworkPerformance
#PerformanceIssues
#Latency
#Server

SYSTEM MAINTENANCE

#Maintenance
#Upgrade
#ScheduledDownTime
#Support

APPLICATION ISSUES/SUPPORT

#[ApplicationName]Incident
#Bug
#ServerDown
#UserError
#ServerIssues
#BacktoNormal

SEVERITY / OUTAGES

#Sev1
#Sev2
#Sev3
#Urgent
#[SystemName]Incident

PAGER DUTY

#PagerDuty
#OnCall
#L2Responder
#L3Responder