

Tomorrow when rested:)

What is the source of the alert?

The Application

Inform the application team on the silenced alert and advice them how to move forward.

The Platform

Report a bug. If the impact is high (e.g., alert blindness while the bug is fixed), argue for non-planned, out-of-sprint work.

The Infrastructure

Get in touch with the supplier or watch their status page. If you silenced an alerts, re-enable it after the supplier has reported the incident fully resolved.

Together with the Ops Lead, decide if a fully incident report should be written.

Regularly review silenced alerts.