

DropTicks AI Resource

Claude Skill: Incident Review

Claude Skill

Skill for turning an outage or bug into timeline, impact, root cause, contributing factors, and follow-up actions.

Builder notes

Purpose

â€¢ Skill for turning an outage or bug into timeline, impact, root cause, contributing factors, and follow-up actions.

Recommended SKILL.md contents

â€¢ Trigger description explaining when Claude should use the skill.

â€¢ Step-by-step procedure for the workflow.

â€¢ Required checks before edits or publication.

â€¢ Verification command or manual acceptance checklist.

â€¢ Links to supporting examples, scripts, or templates when the workflow needs them.

Why use this

â€¢ Use this skill because it creates practical incident learning without blame or vague action items.

â€¢ Skills load their full instructions only when used, which keeps normal session context smaller.

â€¢ A reusable 'SKILL.md' gives teams a versioned workflow instead of repeated ad hoc prompts.

Who can use this

â€¢ engineering managers, SRE teams, support teams, and product owners.

â€¢ Teams standardizing AI-assisted delivery across multiple repositories.

â€¢ Builders who want Claude to apply consistent procedures without repasting instructions.

Prerequisites

â€¢ incident timeline, logs, alerts, deployment events, customer impact, and mitigation notes.

â€¢ A skill directory such as '.claude/skills//SKILL.md' or '~/claude/skills//SKILL.md'.

â€¢ A concise frontmatter description so Claude can decide when to load the skill.

System requirements

â€¢ access to sanitized logs or reports plus a team incident template.

â€¢ Claude Code skill support and access to the files or commands the workflow needs.

â€ Any external APIs, MCP servers, credentials, or local runtimes required by the specific workflow.

Source or reference link

<https://code.claude.com/docs/en/skills>

Web link

<https://www.dropticks.com/resources/claude-skill-incident-review>

Related links

<https://code.claude.com/docs/en/skills>

<https://code.claude.com/docs/en/commands>

<https://code.claude.com/docs/en/hooks>

<https://code.claude.com/docs/en/mcp>