

Candidate Name: \_\_\_\_\_  
Role Interviewed: \_\_\_\_\_  
Interviewer: \_\_\_\_\_  
Date: \_\_\_\_\_

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## Dimensions

- **Incident Triage & Resolution — Score (1–5): \_\_\_\_\_**  
1-2: Fails to identify severity or priority; incidents frequently reopen or miss SLAs. 3: Correctly triages severity and follows runbooks to resolve incidents within SLA. 4: Anticipates escalation paths, reduces time-to-resolution through proactive coordination. 5: Prevents repeat escalations and materially lowers MTTR through systemic actions.
- **Cross-functional Coordination — Score (1–5): \_\_\_\_\_**  
1-2: Fails to engage required teams; handoffs are unclear or delayed. 3: Brings required teams together and tracks action items to closure. 4: Proactively removes blockers and aligns priorities across functions. 5: Establishes reliable escalation paths and reduces cross-team handoff time.
- **Stakeholder Communication — Score (1–5): \_\_\_\_\_**  
1-2: Provides late, inconsistent, or unclear updates that increase confusion. 3: Delivers timely status updates to customers and stakeholders during incidents. 4: Tailors updates to audience needs and proactively manages expectations. 5: Serves as trusted spokesperson who reduces stakeholder escalations through clarity.
- **Root Cause Analysis & Continuous Improvement — Score (1–5): \_\_\_\_\_**  
1-2: Resolves symptoms without identifying root cause; no actionable postmortems. 3: Conducts postmortems and documents root causes with corrective actions. 4: Ensures corrective actions are implemented and verified to prevent recurrence. 5: Drives systemic changes that measurably reduce incident frequency and impact.
- **Process & Playbook Development — Score (1–5): \_\_\_\_\_**  
1-2: Runbooks are missing, outdated, or inconsistently used. 3: Maintains up-to-date runbooks and follows defined escalation processes. 4: Improves playbooks and automates repeatable remediation steps. 5: Builds versioned, scalable processes adopted by multiple teams.

1-2: Does not track key incident metrics or miss emerging risk signals. 3: Tracks MTTR, incident counts, and delivers regular reports. 4: Uses metrics to prioritize work and highlight operational risk trends. 5: Builds dashboards and forecasting that enable proactive risk mitigation.

• **Leadership & Coaching — Score (1–5): \_\_\_\_\_**

1-2: Avoids ownership or fails to develop responders; accountability gaps persist. 3: Coaches responders, enforces accountability, and mentors team members. 4: Runs drills, develops skills, and improves team incident performance. 5: Builds and mentors a high-performing escalations capability across the organization.

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## Overall Evaluation

Strengths Observed:

Concerns / Weaknesses:

Recommendation (Yes / No / With Reservations):

Final Score (Avg / Weighted):