

INCIDENT RESPONSE PLAN 101

01



Definitions Matter

Make sure your team understands the difference between an Event and a Crisis; Incident and Breach; and Ticket and Case.

What's Your Name?

Don't make introductions during a crisis. Ensure everyone involved in the IRP knows each other before the incident.

02

HELLO
my name is

03



Practice Makes Perfect

Practice, practice, practice! It doesn't do anyone any good to build a plan, place it on the shelf and not use it until you need it.

Who Has The Hard Copy?

Everyone involved in the IRP should have a hard-copy wherever they are.

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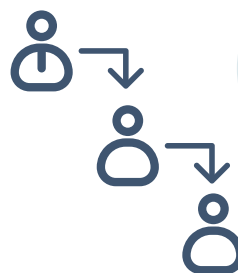
Always Communicate

Keep regular cadence with those who need to know updates. This will not only limit the amount of people knocking on your door, but also help you control the message so someone doesn't tweet about it.

Can I Talk To The Manager?

If there is a vacuum in leadership, people will run everywhere. Establish a chain of command and clarify what people are not supposed to do.

06



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Invest Time In A Review

After the incident, reflect on how it occurred, what can be done to prevent another one, how your team responded to it, and the effectiveness of your IRP. Provide feedback to your team and extra training if needed.