

Incident Management

It's not a question of if a critical situation will occur to a given business; it's when it will happen. Business interruptions are increasingly common. Based on the industry data, 40% of companies have experienced a business interruption in the last five years.

This checklist has been developed to supplement your company's comprehensive incident management team plan. It serves only as a recommendation for the procedures at your organization. The following material suggests high-level tasks that you should consider if you are in threat or response mode.

THE INCIDENT MANAGEMENT TEAM IS COMPOSED OF:

- Executive management.
- Staff support department representatives.
- Department heads whose departments have been directly affected by the incident.

OWNERSHIP & RESPONSIBILITY

The incident management team provides direction and support to all affected business units. Such an integrated approach ensures a fast and effective recovery, eliminating confusion and duplication of effort. The incident management team is responsible for:

- Managing internal and external communications.
- Directing response and recovery activities.
- Monitoring recovery progress.
- Providing or reallocating recovery resources.

Assemble an incident management team.

ROLES, CONTACTS & COMMUNICATION

Identify incident management team members, including an incident manager, and alternates.

Identify business and information technology recovery team leaders and alternates.

Send an emergency notification message to all affected employees.

THE INCIDENT

Conduct preliminary damage assessment. Contain and limit exposure only if safe to do so and when steps are clearly defined (e.g., IT incident).

Notify the incident manager.

Evaluate the disaster impact and determine if a recovery plan needs to be implemented.

RECOVERY PLAN

If it is determined to activate a recovery plan, notify the team members and brief team leaders and alternates regarding priorities, strategies, responsibilities, and communication procedures.

Declare a disaster with your BCDR provider if you are a subscriber.

SUPPORT STRATEGY

As directed by the incident manager, the team will provide recovery support to all affected departments.

Conduct a situational audit.

Establish corporate communications.

Implement both internal and external comm plans.

Ensure workforce and environmental safety.

Conduct a detailed damage assessment (e.g., property damage, network interruption).

Track incident status and recovery progress.

For further information on maintaining a culture of preparedness, contact one of our experts, or visit our resources for more helpful materials.

With an end-to-end solution, such as Agility Recovery, businesses can recover **4 times faster** than with no BCM solution.