



The following is an example of how to structure a briefing, typically used by an LNO, to convey a succinct, effective message to key stakeholders outside the main resolution effort. This is only an example and can be modified to fit any audience that needs more or different information than contained in a CAN report. The anatomy of an IMS briefing has 3 main parts as follows:

### **Introduction**

<<Self introduction by name and function>>

<<Insert briefing number>>

I have two issues to update you on and my briefing time is expected to end at <<insert time>>.

The first issue is regarding the Sev 1 incident currently in progress regarding our Core Production Release.

The second point I will cover is our anticipated time to resolution

### **3 Main Points**

As you know, @ 22:00 PST we were alerted to an issue with a Core Production release; a script in this release led to subscribers being disconnected from the network. At this time, our team has identified the script that caused the incident. Currently, 30 subscribers are affected by this incident. We are in the process of further identifying the specific subscribers and our DBA group is developing a new script to run in order to restore service.

Second, I'd like to update you on the anticipated time to resolution. Based on the opinion of our Lead DBA, we anticipate the resolution to occur between 10:15 and 10:45 PST.

### **Summary/Conclusion**

To conclude, we share your sense of urgency in resolving this incident and have identified the specific cause of the service interruption. We are in the process of resolving the issue and declaring the incident 'All Clear', again estimating the window of resolution to be between 10:15 and 10:45 PST.

My next briefing will be at 11:00 PST. If there any significant changes prior to that, I will notify you and schedule the briefing for an earlier time.

At this time, is there any additional information I can provide.