



OnLINE

Incident Management Academy

Mission Objective: Incident Communications

Level 1, Sprint 3

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Capturing Pertinent Information

Questions
Data
Ideas
Clues
Statements
Needs
Actions
SOP



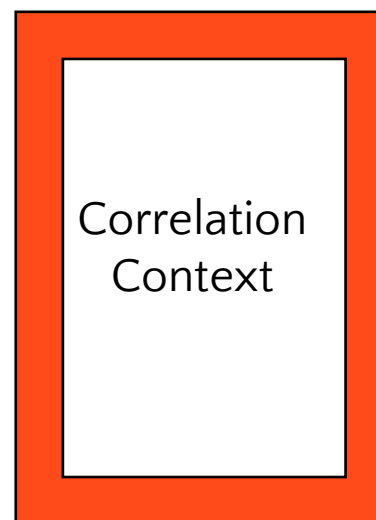
Signs

Countable
Observable by others
Described



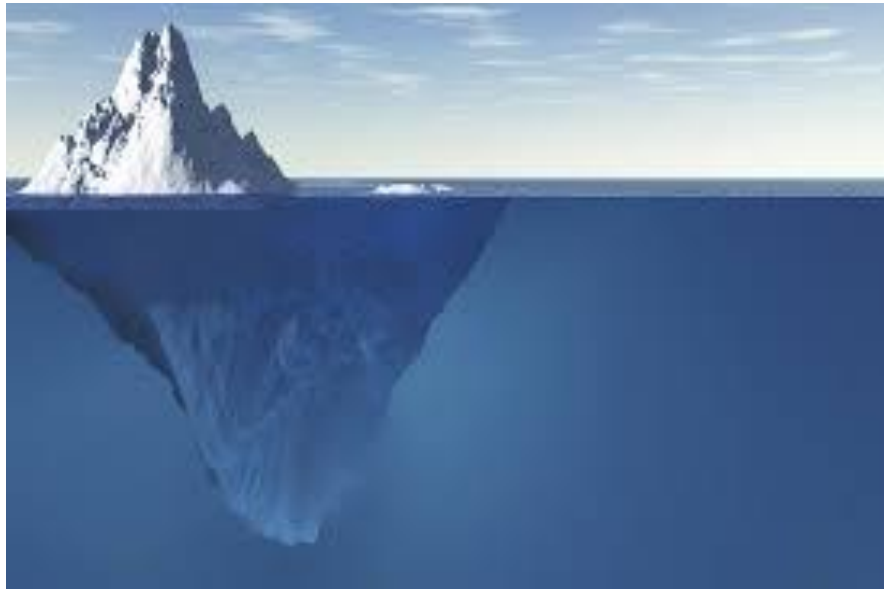
Symptoms

Uncountable
Subjective
Described



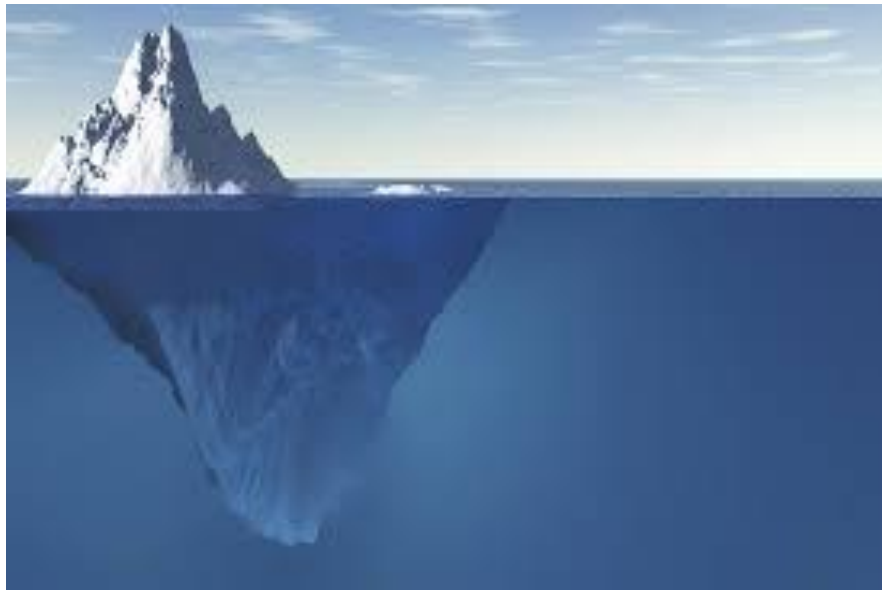
Assumptions &
Working Hypothesis

- **CAN Report or IMS Briefing format**
 - Preparation – Presentation – Post Game



You are a Storyteller – The Incident Commander of Information

- **Response vs. Answer**
 - Unable, however . . .
 - Unknown, however. . .
 - Restate the Question



Email Templates



We're currently investigating reports of a potential service interruption *[insert overview of issue]*. You can expect an update at *[insert time and time zone]*.

The incident response team is currently engaged in resolving the *[insert overview of issue]*. The team is *[insert high level resolution plan or actions]*. We will update you again at *[insert time and time zone]*.

[Insert company name or business unit] is aware of *[insert overview of issue]*. The incident response team is assembled and currently working to restore the service. Users may experience *[insert impact]*. Next update at *[insert time and time zone]*.

The *[insert location or refer to global team]* based incident response team successfully *[insert high level resolution plan or action]*. We are currently monitoring the results. Next update at *[insert time and time zone]*.

Email Templates: Customer



We're currently investigating reports of a potential service interruption *[insert overview of issue]*. We apologize for any inconvenience and will post an update at *[insert time and time zone]*.

[Insert company name or business unit] is aware of *[insert overview of issue]*. The incident response team is assembled and currently working to restore the service. Users may experience *[insert impact]*. We apologize for any inconvenience. Next update at *[insert time and time zone]*.

The incident response team is currently engaged in resolving the *[insert overview of issue]*. The team is *[insert high level resolution plan or actions]*. We will update you again at *[insert time and time zone]*.

The *[insert location or refer to global team]* based incident response team successfully *[insert high level resolution plan or action]*. We are currently monitoring the results. Next update at *[insert time and time zone]*.

Breakout Session



CONDITIONS

Group Leader (GL) identified from the members of the breakout group. GL assigns the role of LNO, Scribe, LKT and E (as directed by the Lead instructor).

ACTIONS

1. GL identifies an incident historian from the group members. Historian selects an incident and recounts the details for the group.
2. Each team member (or as directed by the GL) crafts a written IMS briefing to convey the key points identified in the general incident details found in step #1.
3. Each LNO delivers the briefing to the group.
4. GL leads discussion following each IMS briefing for QA/QI
5. 5 minutes prior to breakout room closing, GL leads discussion to select 1 IMS briefing which will be delivered on behalf of the group, upon return to the main session.

NEEDS

LNO reports back to the main group at the assigned time. Briefing in IMS briefing format. Briefing time: 60 seconds or less.



Questions and Wrap up