



OnLINE

Incident Management Academy

Level 1: Sprint 4
Stakeholder Briefings
& Capstone Exercise

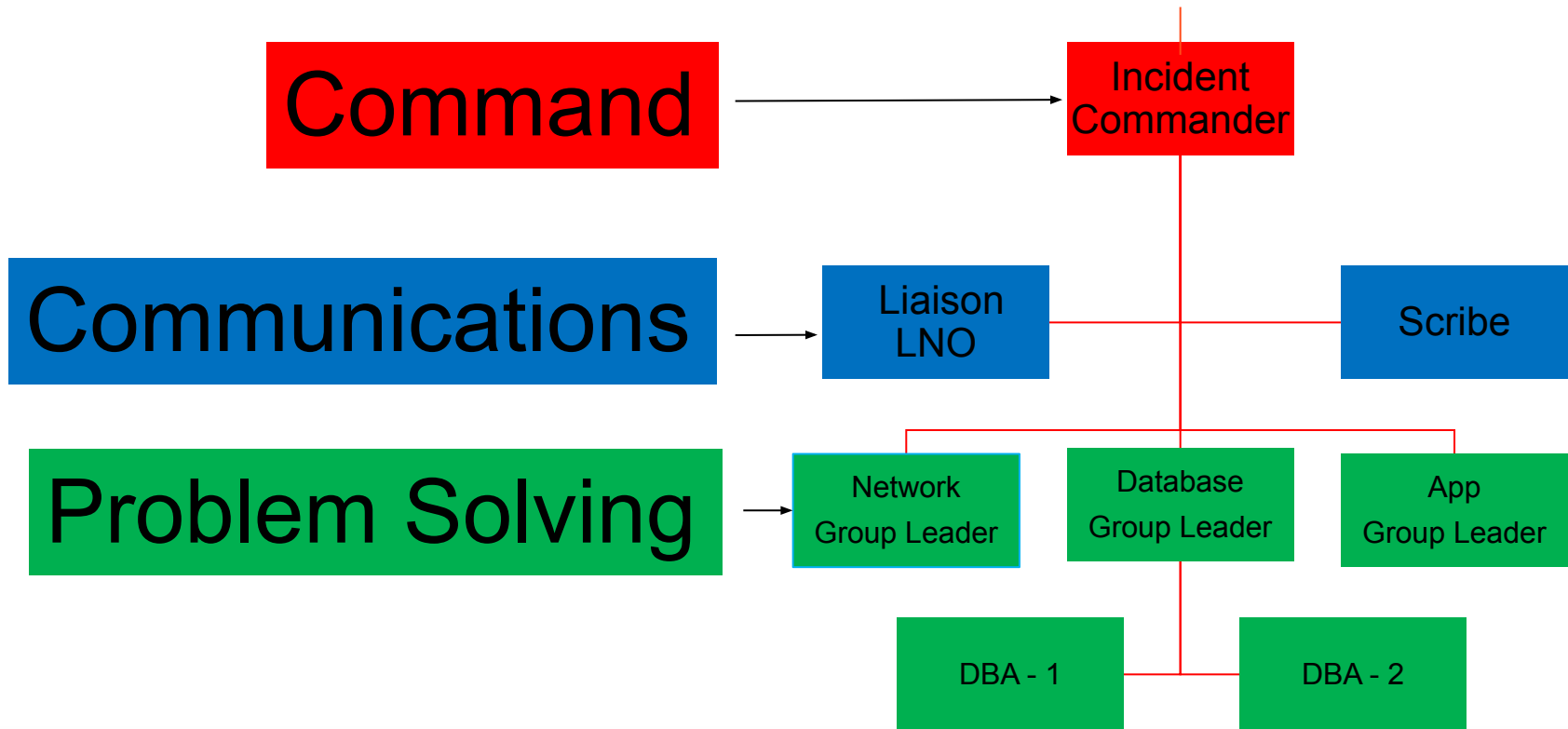
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1 Minute Report

In 1 minute or less,
describe the 1 thing from the previous Sprints you
can use in your day-to-day job.

Command Staff Functions



IMS Briefing Exercise



MISSION OBJECTIVE

- Develop Stage Appropriate Incident Briefings

TACTICS

- Group selects GL
- GL assigns Command Staff: Scribe, LKT and 3 LNOs.
 - *GL to utilize exercise #1 briefing document for additional instructions.*
- GL asks for a group member to recount a recent major incident and directs discussion with Historian
- While listening to Historian, Scribe captures Key Events and each LNO formulates Comms
 - LNO 1: First 20 minutes of incident, Verbal CAN to Executive
 - LNO 2: Middle part of incident, Written LNO Briefing to internal teams
 - LNO 3: Resolution of incident, Verbal LNO Briefing or CAN to customers

DELIVERABLES

- Each LNO briefs the Main Room with their part



IMS Functions



C-Suite

Tier 1

Business & Policy

UC

JIC

Command

Incident
Commander

Communications

Liaison
LNO

Scribe

Problem Solving

Network
Group Leader

Database
Group Leader

App
Group Leader

DBA - 1

DBA - 2

Capstone Exercise



MISSION OBJECTIVE

- Recommendations in Training, Program & Culture

TACTICS

- Group Appoints GL, Scribe, LNO, LKT
- GL directs discussion of improvements to existing management process in the areas of training, program and culture.

DELIVERABLES

- LNO briefs the Main Room with three recommendations

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Final Exercise



MISSION OBJECTIVE

- Evaluate this training course
- Receive the Level 1 Certificate of Completion (*optional*)

TACTICS

- Group Appoints GL
- Each participant should go to the Level 1 Sprint 4 resource page: blackrock3onlinetraining.com/academy-resources/
Academy Resources > Level 1 Sprint 4
- Click on the link below the blue box that says Final Steps: Feedback & Certificate for either Standard or Option H, depending on which set your group has been using.
- Each participant should complete and submit their own Feedback Form.
- A form for requesting the Certificate of Completion is displayed upon Feedback Form submission.

DELIVERABLES

- GL verifies that each participant has submitted a Level 1 Feedback Form