



# Incident Management Training for IT Operations

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Sprint 4

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“Practice makes perfect!”

# Sprint 4 – What to Expect



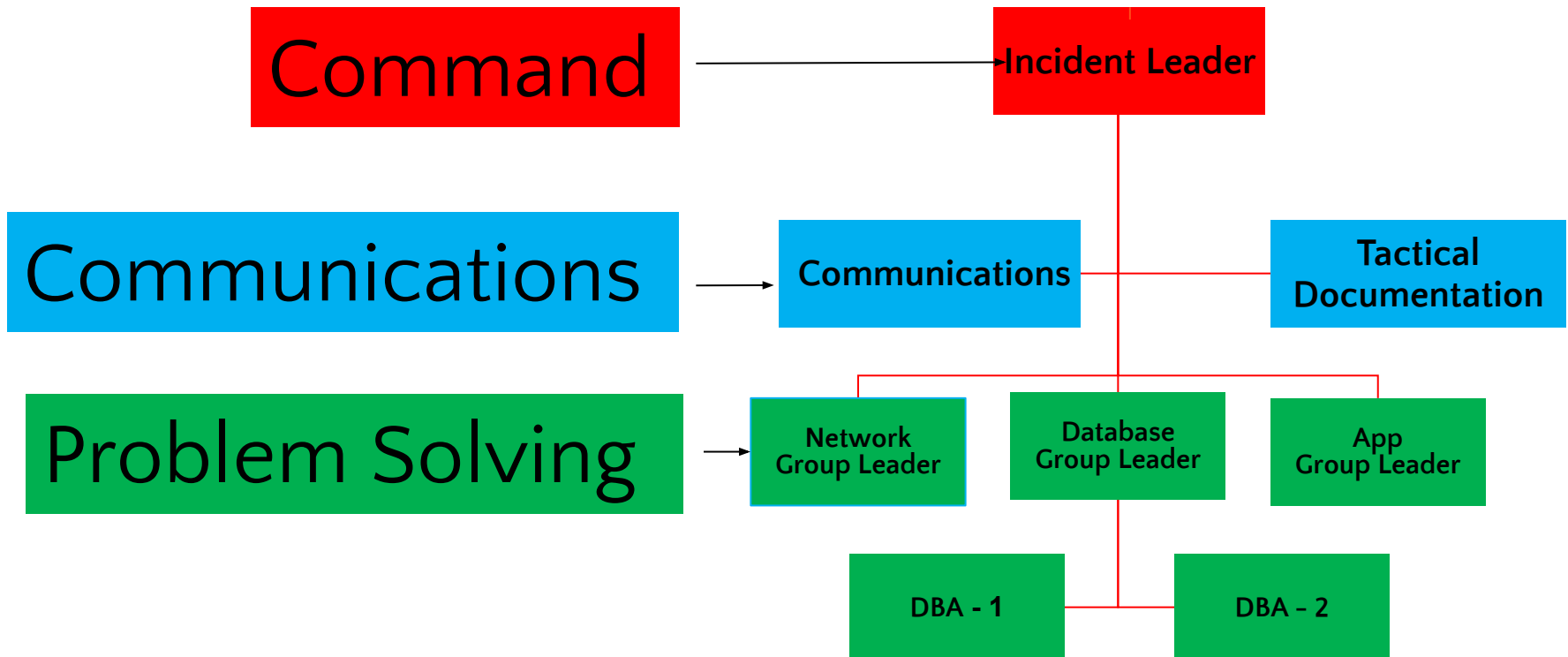
- ✓ **Interactive Session:** 1 minute exercise
- ✓ **Presentation:** Command Staff roles & responsibilities
- ✓ **Breakout Session 4:** Command Staff exercise to develop stage appropriate briefings with debrief and instructor feedback to participants
- ✓ **Presentation:** Unified Command, JIC and Tier One overview
- ✓ **Breakout Session 5:** Participant's recommendations in training, program and culture
- ✓ **Breakout Session 6:** Participants complete course evaluation



# 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





**T**one  
**I**nteraction  
**M**anagement  
**E**ngagement

# Command Staff Exercise



## MISSION OBJECTIVE

- Develop Stage Appropriate Incident Briefings

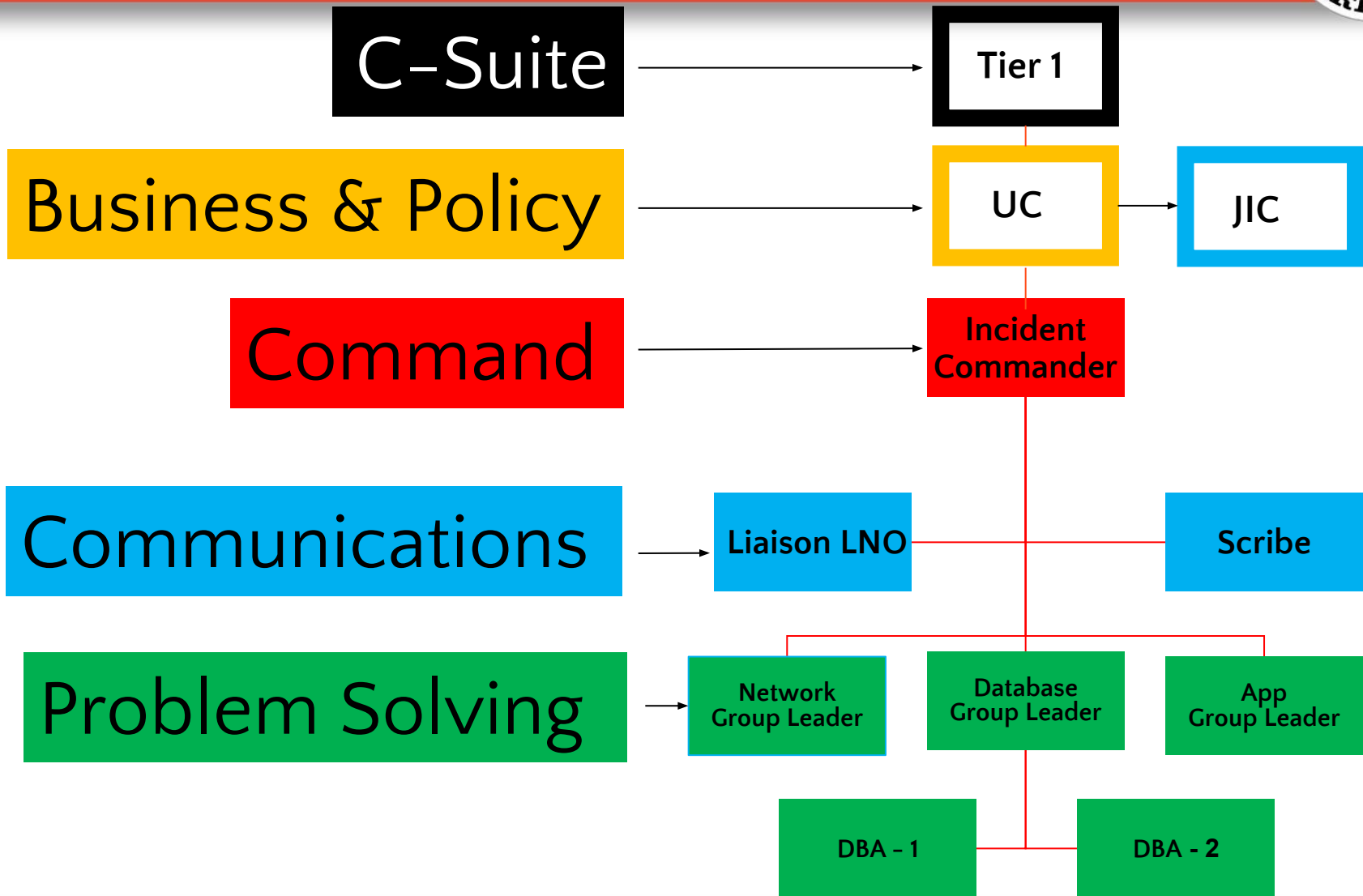
## TACTICS

- Group selects Leader or one is appointed
- Leader assigns Command Staff: Tactical Documentation and 3 Communications positions
  - *Leader to utilize exercise #1 briefing document for additional instructions*
- Leader asks for a group member to recount a recent major incident and directs discussion with Historian
- While listening to Historian, Documentation captures Key Events and each Communications position formulates messaging
  - Communications 1: First 20 minutes of incident, Verbal CAN to Executive
  - Communications 2: Middle part of incident, Written IMS Briefing to internal teams
  - Communications 3: Resolution of incident, Verbal IMS Briefing or CAN to customers

## DELIVERABLES

- Each Communications position briefs the Main Room with their part

# IMS Functions



# Capstone Exercise



Exercise is available at:

<https://blackrock3onlinetraining.com/academy-resources/l1s4/>

## MISSION OBJECTIVE

- Recommendations in Training, Program & Culture

## TACTICS

- Group Appoints Leader, Tactical documentation, Communications
- Leader directs discussion of improvements to existing management process in the areas of training, program and culture.

## DELIVERABLES

- Communications position briefs the Main Room with three recommendations



# Final Exercise



## MISSION OBJECTIVE

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

## TACTICS

- Group Appoints Leader
- Each participant should go to the Level 1 Sprint 4 resource page: <https://blackrock3onlinetraining.com/academy-resources/l1s4/>
- 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.
- Participants may request a Certificate of Completion using the simple form displayed after submitting the course feedback form..

## DELIVERABLES

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



Ron to add slide here with final bullet points summarizing lessons learned from the training.

After this training, you should be able to . . . .



# Questions and Wrap up