



Incident Management Training for IT Operations

Sprint 2

The message is effective when the
receiver understands and remembers it

MTTA

(Mean Time to Assemble)

- **Normal Ops → Incident Ops**
- Not just another meeting
- Deliberate. Clear. Organized.
- The right team at the right time

CAN Report

A BRIEF status update

Conditions

What was or is happening? (*past*)

Actions

What's being done? (*present*)

Needs

What are the needs? (*future*)

CAN REPORT

- **Tactical**
- **Short** (60 seconds/ 80 words)
- **Identify CONDITIONS, ACTIONS, NEEDS**
- **Bullet points for clarity**
- **Provide updates**
- **Verbal or written**

This is Dante Jackson, Liaison Officer for Marlys Corp.

CONDITIONS:

On March 2nd @ 22:00 PST there was a Core Production release. A script led to subscribers being disconnected from the network. The number of subscribers affected is unknown at this time.

ACTIONS: Currently:

1. determining the number and location of subscribers affected
2. identifying which script caused the incidents

NEEDS:

1. determine the fix for the identified script
2. rerun the script to restore services
3. identify steps to prevent related service disruptions

This concludes my report.

Breakout Room Exercise

- **Incident Commander:**
volunteer or be appointed
- **Everyone writes a CAN Report** (including IC)
- **Leave time** for each person to present & receive feedback
- **IC selects one** person to present in the main room
- **Cameras on!**

IMS Briefing

A report to external stakeholders

Introduction

Who you are

What was or is happening

Main points

Numbered, distinct

Summary

What did you just tell them

IMS Briefing

- 1-2 minutes (longer than CAN)
- Used to update press, public, executives, stakeholders
- Useful for business impact
- **Non-technical, more story**
 - consider the audience
 - less jargon, more empathy
- **Verbal or Written**
- **Curate your information** (tip of the iceberg)

Breakout Room Exercise

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volunteer or be appointed
- **Everyone writes an IMS Briefing** (including IC)
- **Leave time** for each person to present & receive feedback
- **IC selects one** person to present in the main room
- **Cameras on!**

Two Communication Tools

CAN Report

- **C**onditions, **A**ctions, **N**eeds
- Brief, not a story
- 60 seconds or less
- Needs = short term
- Used for internal teams

IMS Briefing

Introduction

- Who you are, time now
- How long briefing will last
- How many points
- What was/is happening

Main Points: numbered

Summary

- Empathy
- Set next briefing time
- Additional info at this time?

Less technical

Reduce anxiety by giving info