



# Incident Management Training for IT Operations

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Sprint 1

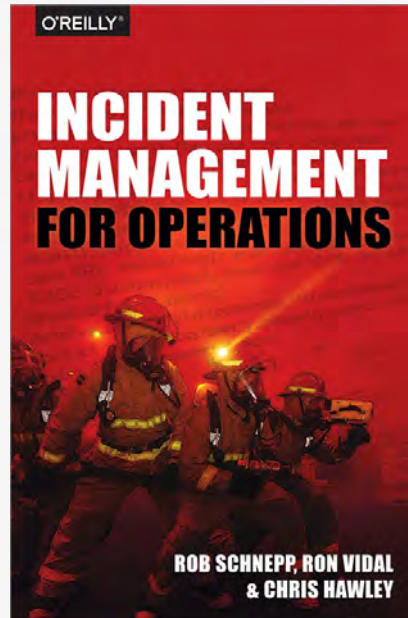
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## SUPPORT

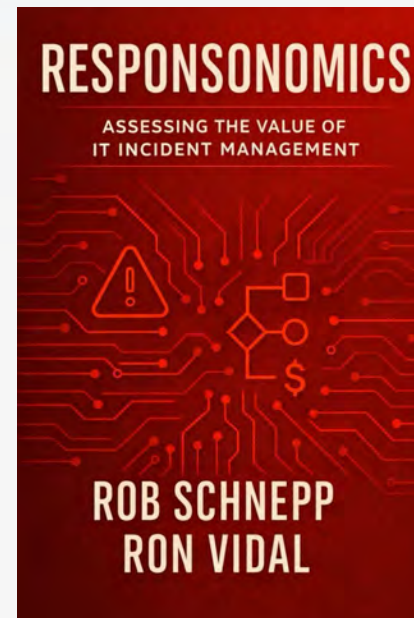
Logistics, attendance, zoom links:  
[Ashley@blackrock3.com](mailto:Ashley@blackrock3.com)



**PODCAST**  
Blackrock  
3.com/firehouse



**TEXTBOOK**  
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**TEXTBOOK**  
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**blackrock3.com**  
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# Companies that *Trust* Blackrock 3 Partners



## EXPECT FROM US

Interactive instruction

Small group exercises

Learning environment

Opportunities

Feedback

## WE ASK OF YOU

Be on time

Camera on if possible

Screen name: first & last

Take chances

Participate!

**In 30 seconds or less, tell us your . . .**

- Name
- Location
- Job function
- Incident response experience
- What you hope to get from the training

# Incident Management vs. Incident Response



Keeping responders aligned, efficient, and focused.



# INCIDENT RESPONSE



CRITICAL OPERATING TENSIONS



INCIDENT ↔ EMERGENCY



PREDICTABLE ↔ UNPREDICTABLE



EFFICIENCY ↔ SPEED



# The Goal is Predictability!



Incremental



Predictable

# Command Presence

**PERSONAL DEMEANOR  
THAT CREATES  
A POSITIVE  
ATMOSPHERE OF TRUST  
AND CONFIDENCE  
FROM A GROUP  
OF FOLLOWERS.**



# Command

**Chief Momentum and  
Clarity Officer**

**Details, Details, and more  
Details**

**Minimize Disruptions**

# INCIDENT MANAGEMENT



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

Mean Time to Assemble  
(MTTA) is  
Mission Critical



# INCIDENT RESPONSE

Prepare as much as possible  
then turn yourself over to  
current set of circumstance.

# FIRE DEPT.

# Business Impact

Company

Business Impact

Resolution



Customer  
Confidence



Financial  
Loss



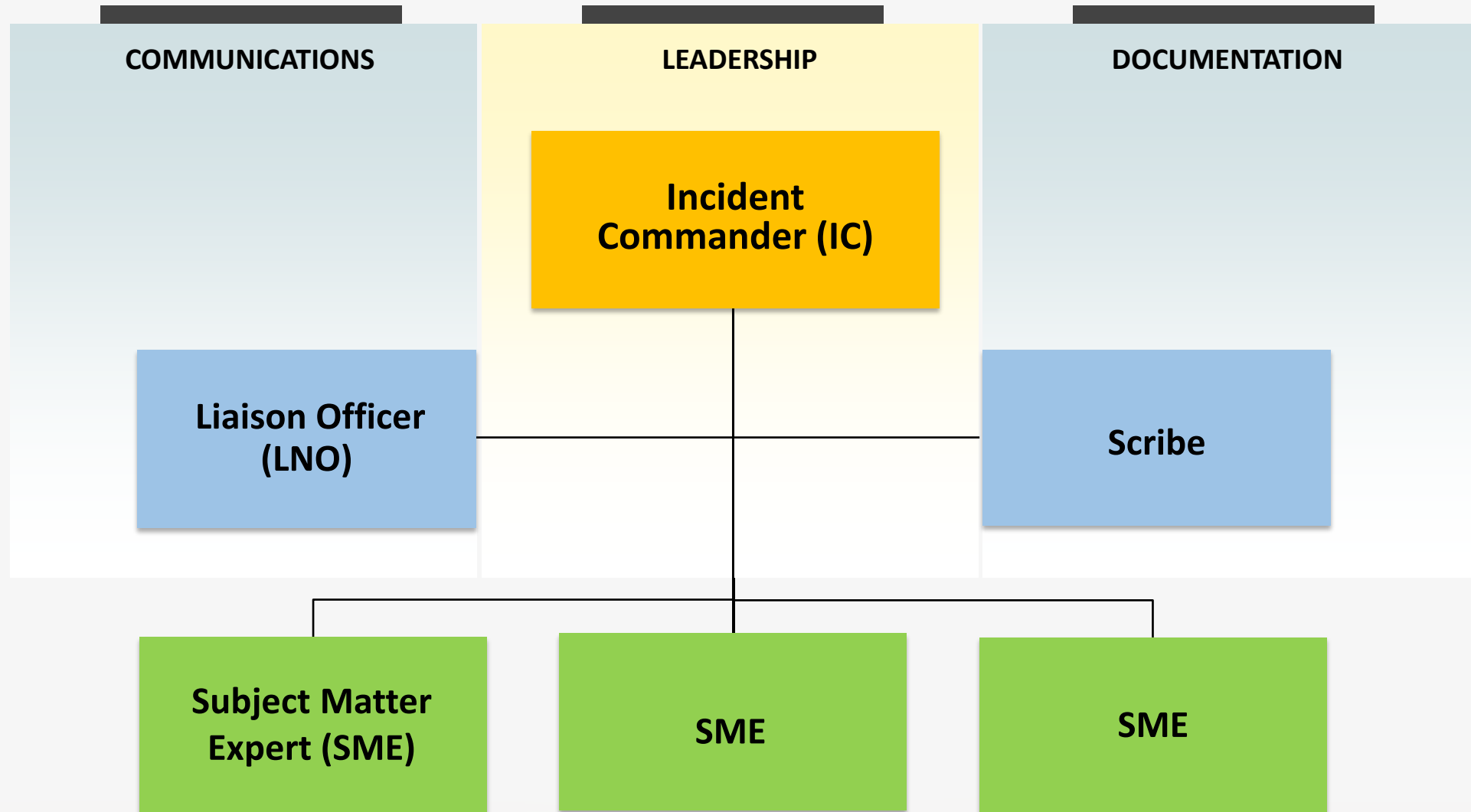
Operational  
Disruption



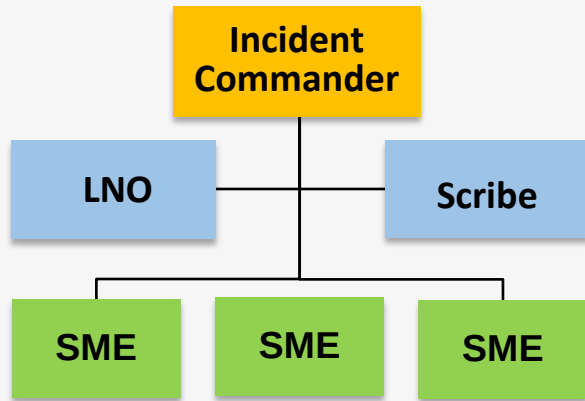
Trust  
Erosion



# Incident Management Roles & Activities



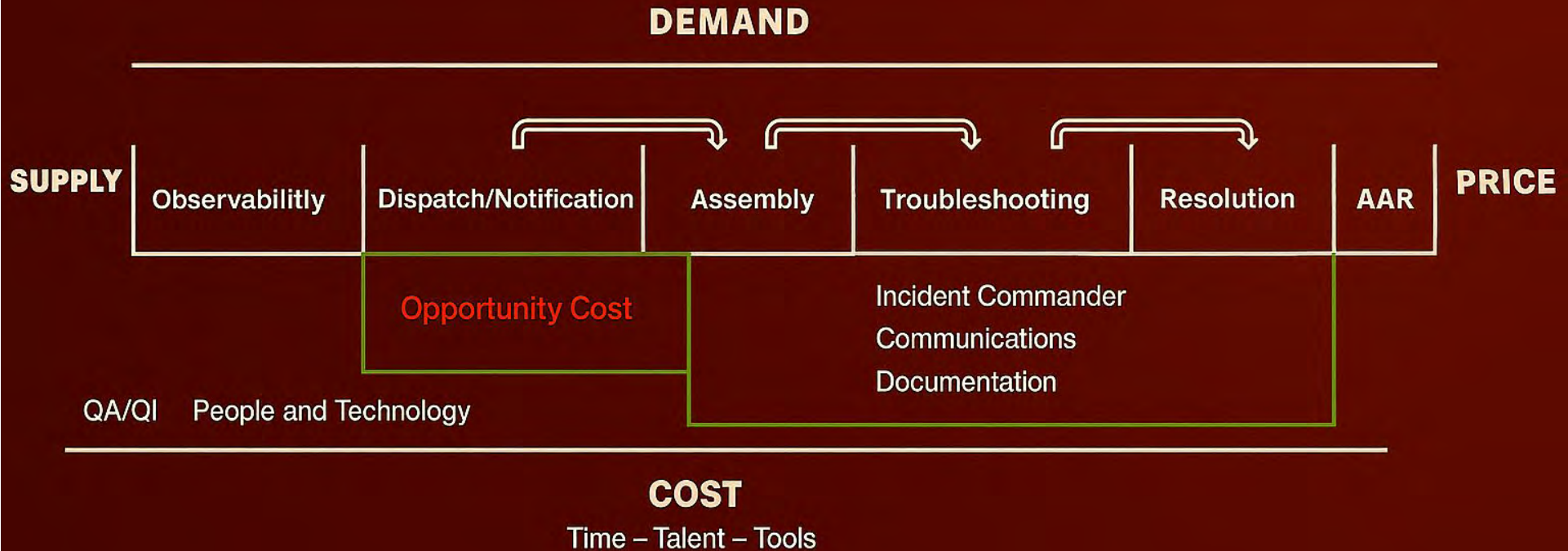
## In the video, watch for:



- Immediate use of CAN report
- Roles (IC, LNO, SME)
- How they interact (communication protocols)
- Momentum
- Clock management

# RESPONSONOMICS

The art and science of predictability



# Communications



# Communications

**No good news or bad news —  
just news**

- Reduce uncertainty and doubt
- Know your audience
- Make the message memorable
- Be specific and accurate

## **MISSION**

Reduce uncertainty  
Enable action  
Build trust

**Clear communication reduces chaos.**



## TOOLS & TECHNIQUES

- **Establish a Fact Pattern**  
Impartial decision making
- **Timelines**
- **Response - Answer**  
Unknown, Unable, Repeat
- **1 question, 1 answer**