



# Navigate Incidents Like a Pro with this Incident Response Checklist

**Organization:** [Your Organization Name] Plan Version: [Version Number] Last Updated: [Date]

#### Incident Response Team 🧭







- ► Technical Lead: [Name]
- Communications Lead: [Name]
- Legal/Compliance Lead: [Name]
- Public Relations Lead: [Name]



### of the stakeholders of the



Step 2

Step 3

Step 4

- Employees
- Customers
- Partners
- ► Regulatory Agencies
- Local Authorities
- ► General Public



#### Incident Categories (%)



Category 1 (Critical): Incidents with a severe impact on operations, safety, or data security.

- Category 2 (Major): Incidents with a significant but manageable impact.
- Category 3 (Minor): Incidents with a minor impact that require notification and resolution.



### Communication Channels &



Email, SMS, Phone calls, Social media, Website Public Status Page.



#### Notification Process



Step 5

- When an incident occurs, the team leader is to be notified immediately.
- ► The team leader will assess the situation and determine the incident's category.
- ▶ If it's a Category 1 incident (see section 3), the full incident response team will be active. For Category 2 and 3 incidents, only relevant team members will be contacted.
- ► The communications lead will draft incident messages for internal and external stakeholders.
- Messages will be sent out through appropriate channels (email, SMS, phone, social media) and can also be posted on your statuspage for real-time updates.

## **PR** Team Roles and Responsibilities



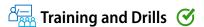
- ► **Team Leader:** Overall incident coordination and decision-making.
- Technical Lead: Technical assessment and remediation.
- Communications Lead: Message drafting and distribution.
- ▶ **Legal/Compliance Lead:** Ensure regulatory and legal compliance.
- ▶ **Public Relations Lead:** Manage media interactions and public image.

## Message Content should include 🤡



Nature of the incident, impact on stakeholders, actions being taken to resolve the incident, expected resolution timeline, and contact information for the support team to address any concerns. Here are a few references you can use.

Step 8



- ▶ Conduct guarterly incident response drills and review sessions.
- ► Ensure all team members are well-versed in the incident response plan.



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