What Went Well?

While reflecting on the weaknesses of the response to an incident is important to learn and grow, it's still crucial to concentrate on how the response went well. Members of the incident response team should be appraised for their work containing and dealing with the incident, returning business operations to normal. As mentioned at the start of this course, simply being given appraisal and feedback can prevent issues such as imposter syndrome and professional burnout.

At a post-incident meeting, all appropriate stakeholders should gather to review the incident from start to finish. Identifying areas where the security team and other departments operated well should be highlighted, and these should be properly recorded within run-books so that the same approach can be used in future incident responses. Some examples of discussion points could include:

- **Who performed well?**
- **Were any new tools or processes used that provided benefit?**
- **Review the metrics that have been collected from the incident.**
- **Review the communication between different company departments.**