



STANDARD OPERATING PROCEDURE	DBLGROUP IT DEPARTMENT Capita South Avenue Tower (6th Floor), House-50, Road-3, Gulshan-1, Dhaka, Bangladesh	
TITLE	Incident Response Team	Page 1 of 2

APPENDIX – A
Incident Response Team

Incident Response Team (IRT)

Name	Contact	Role
Md. Imrul Hasan	01755645083	Infrastructure Admin
Md. Atiqur Rahman	01975630094	
Md. Imrul Hasan	01755645083	Network Administrator
Md. Atiqur Rahman	01975630094	
Md. Mehedi Hassan	01717515082	
Md. Atikur Rahman Rajib	01713144454	
Md. Aoyon Hasan Rudro	01755665287	
Md. Lokman Hakim	01905595666	Information Security Officer

Incident Severity Levels	Description	Action
Critical	1. Hardware Fault 2. Confirmed Security Breach. 3. Active Attack Affecting the Firewall.	1. Activate the incident response team. 2. Implement containment measures. 3. Notify senior management and relevant stakeholders.
	Communication	1. Designate a spokesperson for communicating with internal & external parties (employees, vendors, customers, regulatory bodies). 2. Develop template messages for different scenarios. 3. Circulation of update message time to time among stakeholders.

STANDARD OPERATING PROCEDURE	DBLGROUP IT DEPARTMENT Capita South Avenue Tower (6th Floor), House-50, Road-3, Gulshan-1, Dhaka, Bangladesh	
TITLE	Incident Response Team	Page 2 of 2

IRT Authorization	
Approved by: Sign & Date	
Authorized by: Sign & Date	