# Crisis and Incident Management – Incident Log Closure Protocol

**Purpose:**  
To ensure all incident-related activity is formally logged, tagged, and closed in a way that supports audit, debrief, legal, and insurer requirements. This protocol applies to the Incident Coordinator and team leads as the crisis response winds down.

## Required When:

Use this protocol when:

* The incident is being de-escalated (as confirmed by the Executive or Crisis Lead)
* The final 15–30 minutes of the response window has been reached
* Final outputs (media, legal, insurer, ops) are being prepared

## Closure Checklist

**1. Final Log Review & Tagging**

* Review full inject list and timeline
* Ensure each inject is tagged with:
  + Time received
  + Team(s) impacted
  + Action(s) taken
  + Decision point (if applicable)
* Tag all major actions/decisions with final timestamps
* Highlight unresolved or delayed responses (for scoring)

**2. Cross-Check with Teams**

* Coordinate with Tech, Legal, Ops, Media, and CEO:
  + Confirm each has logged their major actions and responses
  + Identify any “silent” or undocumented activity
* Capture cross-role communications (e.g. joint decisions, escalations)

**3. Format Log for Export**

* Ensure the master log is readable and structured:
  + Sort by timestamp
  + Group by phase (e.g. T+0 to T+30)
  + Use standard format: [Timestamp] [Team] [Action] [Outcome]
* Save as:
  + Internal archive version (.xlsx or .csv)
  + Briefing version (.pdf for Board, Debrief, and Insurance)

**4. Flag Key Learning Moments**

* Identify entries where:
  + Teams took proactive or creative action
  + Escalation was delayed or debated
  + Policy conflicts or constraints arose
  + Role confusion or comms breakdowns occurred
* Tag these for the debrief summary

## Final Log Contents Should Include:

* Inject responses (time, action, outcome)
* Decision records (formal and informal)
* Major communications (internal and external)
* Cross-role handoffs or miscommunications
* System state transitions (e.g. isolation, containment, restore)

## Debrief Use

The final log will be used to:

* Support the internal post-incident review process
* Identify opportunities for improvement in incident detection, escalation, and response
* Inform legal or regulatory reporting where applicable
* Preserve an evidence trail to support policy and operational reform

## Reminder:

Logs that are incomplete, disorganised, or missing timestamps reduce learning value and undermine the incident response narrative.

**Owner:** Incident Coordinator  
**Reference:** CIM-03  
**Version:** 1.0  
**Approved by:** Workshop Planning Team