CredEntry

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APPENDIX E.5

COMMUNICATIONS TEMPLATES & EMERGENCY ESCALATION CONTACTS

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1. Purpose and Scope

This appendix provides:

1. The standard communication templates used for incident management, change control, compliance reporting, and escalation.
2. The emergency escalation contact list for both CredEntry and WA Government stakeholders, ensuring alignment with **Schedule 5 – Ongoing Services** and **Schedule 6 – Performance Assessment Regime**.

2. Communication Templates

CredEntry will use structured communication templates to ensure timely, consistent, and compliant notifications.

Templates include (full content in attached document):

- **Initial Incident Notification** (Critical / High / Medium / Low).
- **Security Incident Report** (aligned with WA Cyber Security Policy).
- **Incident Resolution Report (RCA/PIR)**.
- **Change / Release Notification**.
- **Quarterly Compliance & Performance Report**.
- **Force Majeure Notification**.
- **Performance Remediation Plan (PRP)**.
- **Media Holding Statement** (Customer-approved only).

(See supporting templates in Communication Templates file, ***Appendix E.5-A***).

3. Emergency Escalation Contacts

Escalation Flow:

Level 1 → Level 2 → Project Delivery Lead → CredEntry Performance Manager → Customer Contract Manager → DGov Security Contact.

A. CredEntry Contacts (Project Team)

Role	Name / Function	Escalation Level	Contact Method
Technical Support Lead	Zachariah Adams	Level 1 (initial incident triage)	Phone / Email
Security & Compliance Officer	Flavia C	Level 2 (security incidents, vulnerabilities)	Phone / Email
Project Delivery Lead	Justin Hancock	Level 3 (major incidents, outages)	Phone / Email
Implementation Specialist	Shelby Long	Level 3 (training/onboarding issues)	Phone / Email
Senior Solution Architect	Marcus Abreu	Level 3 (system architecture issues)	Phone / Email
Head of IT / FullStack DevOps	Rodrigo Miranda	Level 3 (infrastructure/deployment issues)	Phone / Email
Performance Manager / Escalation Owner	Fiona Ngo (General Manager)	Level 4 (executive escalation, CAP/PRP)	Phone / Email
Directors	Andre Garnaut / Gres Vukman	Level 5 (executive governance, final escalation)	Phone / Email

B. WA Government Contacts

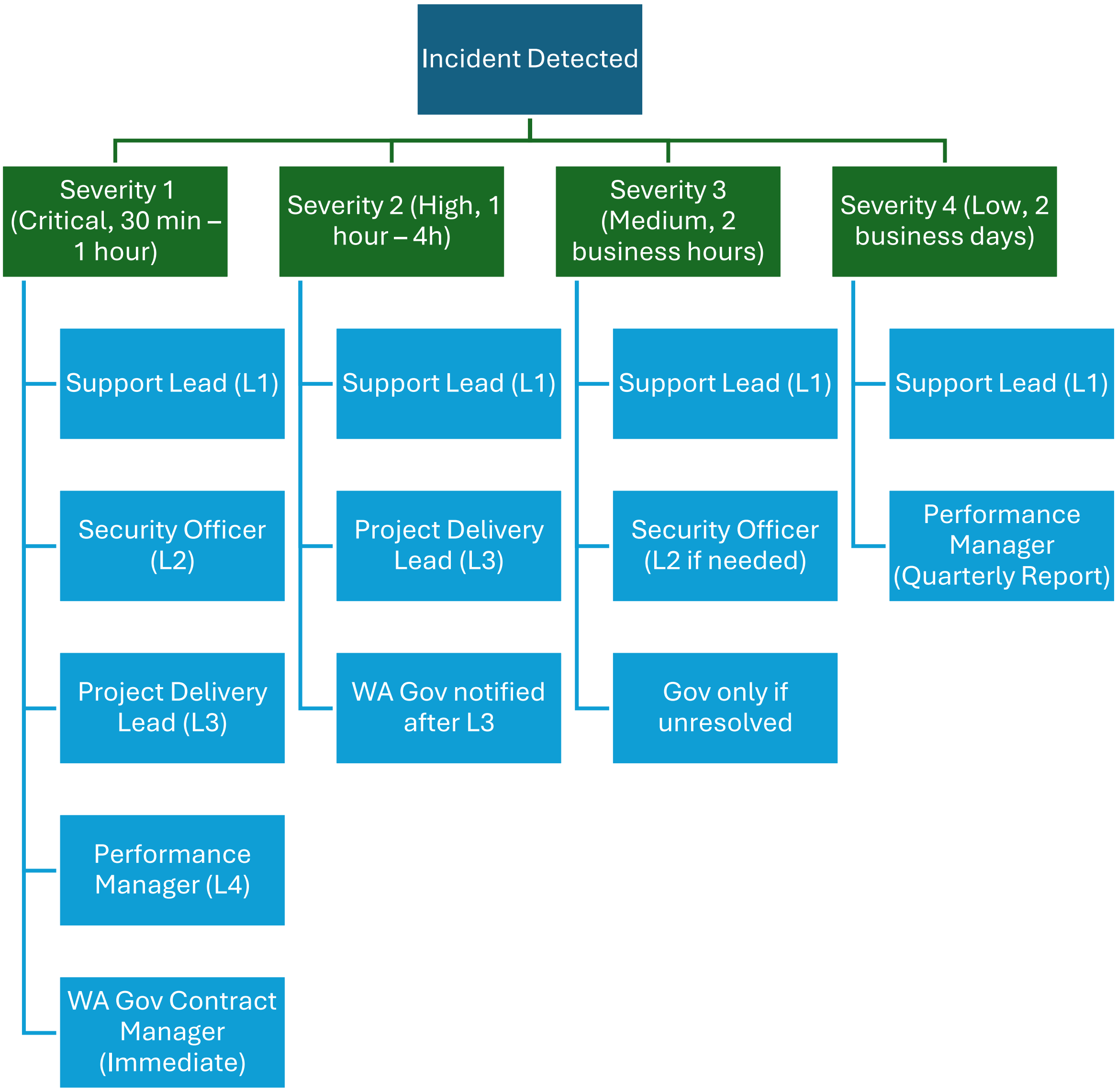
Role	Name / Function	Escalation Responsibility	Contact Method
Customer Contract Manager	DPC-appointed officer	Primary recipient of all SLA and incident communications	Phone / Email
Performance Manager	DPC-appointed officer	Oversight of SLA compliance, CAP/PRP approvals	Phone / Email
DGov Security Contact	Office of Digital Government	24-hour cyber incident notifications (CR-3 obligation)	Phone / Email
DGov Technical / Test Leads	DGov	Coordination of PoO, Pilot, and integration testing	Email / Meeting
Senior Stakeholders	DPC Executive Steering Committee	Annual performance review, roadmap approvals	Governance forum

4. Escalation Timelines

- **Critical (Severity 1):** Notify Contract Manager within **30 minutes** (business hours) or **1 hours after-hours**. (phone + email).
- **High (Severity 2):** Notify within **1 hour** (business hours) or **4 hours after-hours**.
- **Medium (Severity 3):** Notify within **4 hours (business hours)**
- **Low (Severity 4):** Notify within **2 business days**.
- **Security & Privacy Incidents:** Notify within **24 hours**, OAIC notification within **72 hours** if Privacy Act breach.

5. Document Control

- **Owner:** Project Delivery Lead (CredEntry).
- **Review Cycle:** Quarterly review, annual full review, and post-incident update within 10 business days.
- **Storage:** SharePoint with full audit logging.


Incident Detected
Severity 1 (Critical, 30 min – 1 hour)
Support Lead (L1)
Security Officer (L2)
Project Delivery Lead (L3)
Performance Manager (L4)
WA Gov Contract Manager (Immediate)
Severity 2 (High, 1 hour – 4h)
Support Lead (L1)
Project Delivery Lead (L3)
WA Gov notified after L3
Severity 3 (Medium, 2 business hours)
Support Lead (L1)
Security Officer (L2 if needed)
Gov only if unresolved
Severity 4 (Low, 2 business days)
Support Lead (L1)
Performance Manager (Quarterly Report)