Setup Incident Response Program Final Report

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**Project Performance**

The purpose of this project is to setup an on-premises Incident Response Program. While the overall project was a success, it was not without some issues. A couple of the issues were anticipated including the final budget and the time it took to hire qualified personnel. Regarding the final budget, it was significantly lower than what we were hoping for. Since this was anticipated, we had numerous alternatives and were able to mitigate this with very minimal time lost. The second issue was hiring qualified personnel. The plan called for three personnel, however, because of the decrease in budget we could only hire two. So that helped, but we did not go back to HR to revise the job listing to find those two people. There was some overhead built into the schedule to accommodate this.

**Administrative Performance**

All the employees from the CEO to the newest hire were extremely receptive to our ideas and easy to get along with during all phases of this project. They asked questions when they needed clarification. They assisted in any research that was needed such as with equipment and since they are more familiar with their operation, they made recommendations that would better fit their needs.

**Organizational Structure**

With what the end goal was for the project, and since the functional organizational structure is currently in place, we decided not to change it. This was decided after some lengthy collaboration with key personnel within the organization. This strategy worked well despite some misgivings by a handful of people. Now, their concerns were not dismissed outright, but was explained why their idea would not work, so it was an educational opportunity for them.

**Team Performance**

Since this project was both time and budget sensitive, communication is critical to ensure success. This communication is not just between the team members, but also with the client. Cudos to everyone as there was constant communication. Some of it was non-project related, which was good as it meant that everyone was coming together, and it kept the environment on the lighter side. We had very knowledgeable people on the team and their performance was superb.

In terms of team building, once a week the company would invite everyone out for a bar-b-que once a week as a way relax and build Esprit-de-corp. The new people that were hired were quickly brought in and embraced as part of the team. Onboarding and training started immediately so there is no loss of time.

**Techniques of Project Management**

There are numerous tools that can be used to track a project like this. They include Microsoft Project Manager, a Work Breakdown Structure created in Microsoft Word. There is also an Organizational Breakdown Structure and a Responsibility Matrix (Pinto, J. K. 2018). For ease of the project, we decided to go with a Work Breakdown Structure in Microsoft Word and the Responsibility Matrix

**Benefits to the Organization and the Customer**

During a cyber incident being able to respond quickly and effectively. Having this program setup on premises will benefit the company by facilitating this quick and effective response. Now while it may be necessary to call in an outside organization to help with the incident, the company will be able to get some preliminary aspects of the incident’s response accomplished.

# References

Pinto, J. K. (2018). Project Management: Achieving Competitive Advantage (5th Edition). Pearson Education (US). <https://ecpi.vitalsource.com/books/9780134730509>