

YYYY.MM.DD Incident Response Plan

General Information

Date:

Reporter:

Assignee:

- *In Emergency:* Immediately notify On-Call team member via our alert system.
- *Otherwise:* Choose and notify suitable team member.

Severity: Choose Emergency (immediate action) / Critical (action within same day) / Major (action within same week)

Topic: Choose Infrastructure / Software / Key Security / Monitoring

Incident Description

Brief summary of what happened.

Timeline of events leading up to the incident

Summary of events leading to the incident.

Impact

Customer and Business Impact

Describe the impact the incident had on users, customers, systems, and other areas of the business.

Data loss and damages

List any data loss or other damages that occurred.

Example:

What kind of damages did we experience ?

Loss of keys, key parts, certificates?

Downtime?

Broken Hardware?

Loss of funds?

Root Cause

Relevant Changes / Tickets

Identify the underlying cause(s) of the incident.

Description

Describe what happened in detail and what led to the issue.

Example:

What effect causes the incident at the time of reporting it?

Are we offline? Is our signing unreliable?

Are funds being transferred to external accounts?

Resolution

Time to Resolve

Include the time it took to resolve the issue.

- **START:** Friday, XX.XX.XXXX, hh:mm - YYYYYY
- **END:** XX.XX.XXXX, hh:mm - YYYYYY

Resolution summary

Describe how the issue has been resolved.

Resolution Timeline

Describe the actions taken to resolve the issue in chronological order.

Post Mortem

Lessons Learned

Summarise what was learned from the incident.

Example:

What did we learn from the incident?

What did we do to make sure this can't happen again?

Did we uncover related issues and fixed them?

Preventative measures

List any preventative measures that could have been taken.

Action items

Outline any action items that will be taken to prevent similar incidents from happening in the future and how takes ownership of resolving them.

Conclusion

Summary

Summarise the incident and its impact.

Thank you

Thank you to everyone who collaborated as a team to resolve the incident and handle its consequences in alphabetical order.

Customer Communication Templates

Add communication templates here which can be used for customer communication.