

Incident Command System (ICS 201)

Tips for Great Communication During an Incident

- Introduce yourself and your role on the Incident Call
- Avoid using acronyms
- Clear is better than concise
- Gain consensus by asking: "Are there any strong objections?"
- Assign tasks to a specific person
- Timebox all tasks
- Get acknowledgment



OTHER INCIDENT COMMAND SYSTEM ROLES

DEPUTY

- Keeps the Incident Commander focused
- Takes on additional tasks as necessary
 - Serves to follow up on reminders and ensure tasks aren't missed
- Acts as a "hot standby" for the Incident Commander

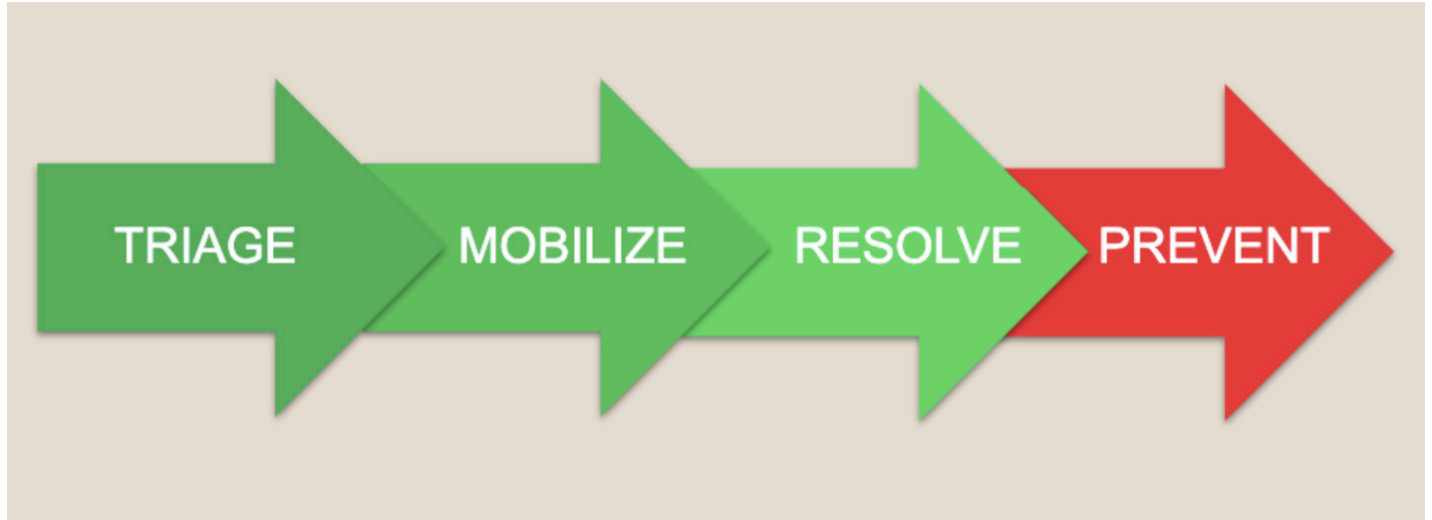
SCRIBE

- Documents the incident timeline and important events as they occur
- Creates the incident log for use during the postmortem process
- Notes when important actions are taken, follow-up items, and status updates
 - Anyone can be a Scribe

COMMUNICATIONS LIASON

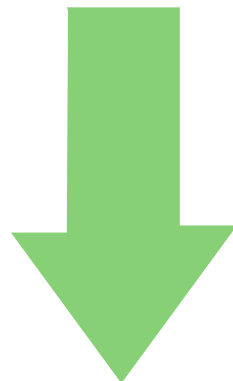
- Notifies customers of current conditions, and informs the Incident Commander of relevant feedback
- Crafts language appropriate status updates and notification messages
 - Can be external, internal, or both
- Typically a member of the Support team

4 Steps of an Incident



5 Steps to Preparing to Manage Incident Response Teams

- Step 1: Ensure explicit processes and expectations exist
- Step 2: Set up Runbooks & Automated Actions
- Step 3: Find ways to create more space for your teams to work
- Step 4: Make checklists
- Step 5: Practice running major incidents as a team



Incident Response Pitfalls

- Executive Swoop
- Failure to notify stakeholders
- Getting everyone on the call
- Forcing everyone to stay on the call
- Too frequent status updates
- Taking on multiple roles
- Discussing policy during an incident

Open Source Guides & Framework
response.pagerduty.com | postmortems.pagerduty.com