

# Technical Incident Management and Escalation Protocol

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Department: IT & Engineering - DevOps

## 1. Scope and Objective

This protocol defines the structure and process for responding to, managing, and resolving technical incidents that negatively impact the stability, performance, or security of the NexaCore platform.

## 2. Incident Severity and Priority

Severity	Definition (Impact)	RTO Target	Escalation (Immediate Contact)
P0 - Critical	Major service outage; catastrophic data loss; security breach affecting core functionality.	< 30 minutes	On-Call Lead, CTO, Head of Legal.
P1 - High	Significant degradation; major feature unusable; large subset of customers impacted.	< 4 hours	On-Call Lead, Engineering Manager.
P2 - Medium	Minor service degradation; isolated feature failure; impacting only internal teams.	< 1 business day	Engineering Manager.
P3 - Low	Cosmetic issues;	Schedule for next	Assigned to

	non-critical system warnings; documentation error.	sprint.	relevant team.
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### 3. Incident Lifecycle

1. **Detection:** Triggered by automated monitoring (P0, P1) or direct user report (P2, P3).
2. **Triage & Declaration:** On-Call Lead validates the impact, assigns severity, and declares the incident.
3. **Communication:** Internal communication is initiated via dedicated incident channel (Slack). External communication (for P0/P1) follows the **Data Breach Incident Response Plan** (if applicable).
4. **Remediation:** Incident Commander directs technical team efforts (triage, diagnosis, fix/rollback).
5. **Resolution:** Service returns to normal.
6. **Post-Mortem:** Mandatory for all P0 and P1 incidents.

### 4. Post-Mortem Requirement

A full Post-Mortem document must be completed within **48 hours** of resolution. It must be **blameless**, focusing on system and process failures, and include concrete, tracked action items to prevent recurrence.