

One person can  
take more  
than one role

# ROLES

	Tac / Strat	BUS TECH Stream Tech
• Incident Manager	Tac	Tech
• Comms Lead <span style="margin-left: 20px;">Internal External</span>	Tac	Bus
• Ops / Tech Lead	Tac	Tech
• Service Owner (s)	Strat	Bus
• RUMER - liaises with all above ongoing	Tac	BOTH
• Process Owner - owns & defines incident mgmt process	Strat	Bus
• Scribe - in meetings <del>for</del> for ops team { timeline { document decisions { document actions { track & chase actions		BOTH