

One person can
take more
than one role

ROLES

Tac/Strat

- Incident Manager Tac
- Comms Lead $\begin{cases} \text{Internal} \\ \text{External} \end{cases}$ Tac
- Ops/Tech Lead Tac
- Service Owner (s) Strat
- Runner - liaises with all above as going Tac
- Process Owner - owns & defines incident mgmt process Strat
- Scribe - in meetings for ops team
(timeline)