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HCRT003

Don’t Panic! Effective incident response

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Don’t Panic! Effective Incident Response

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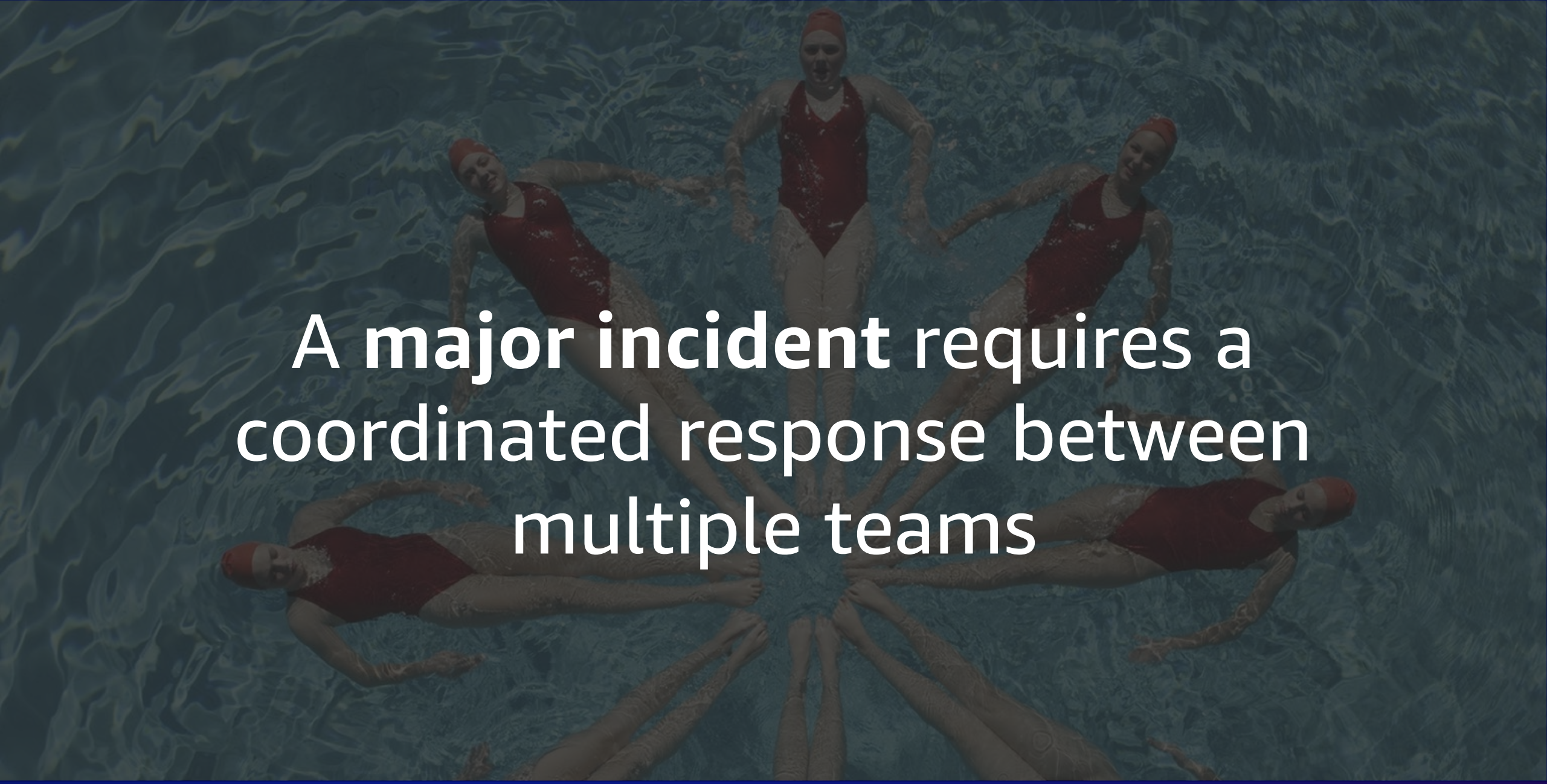

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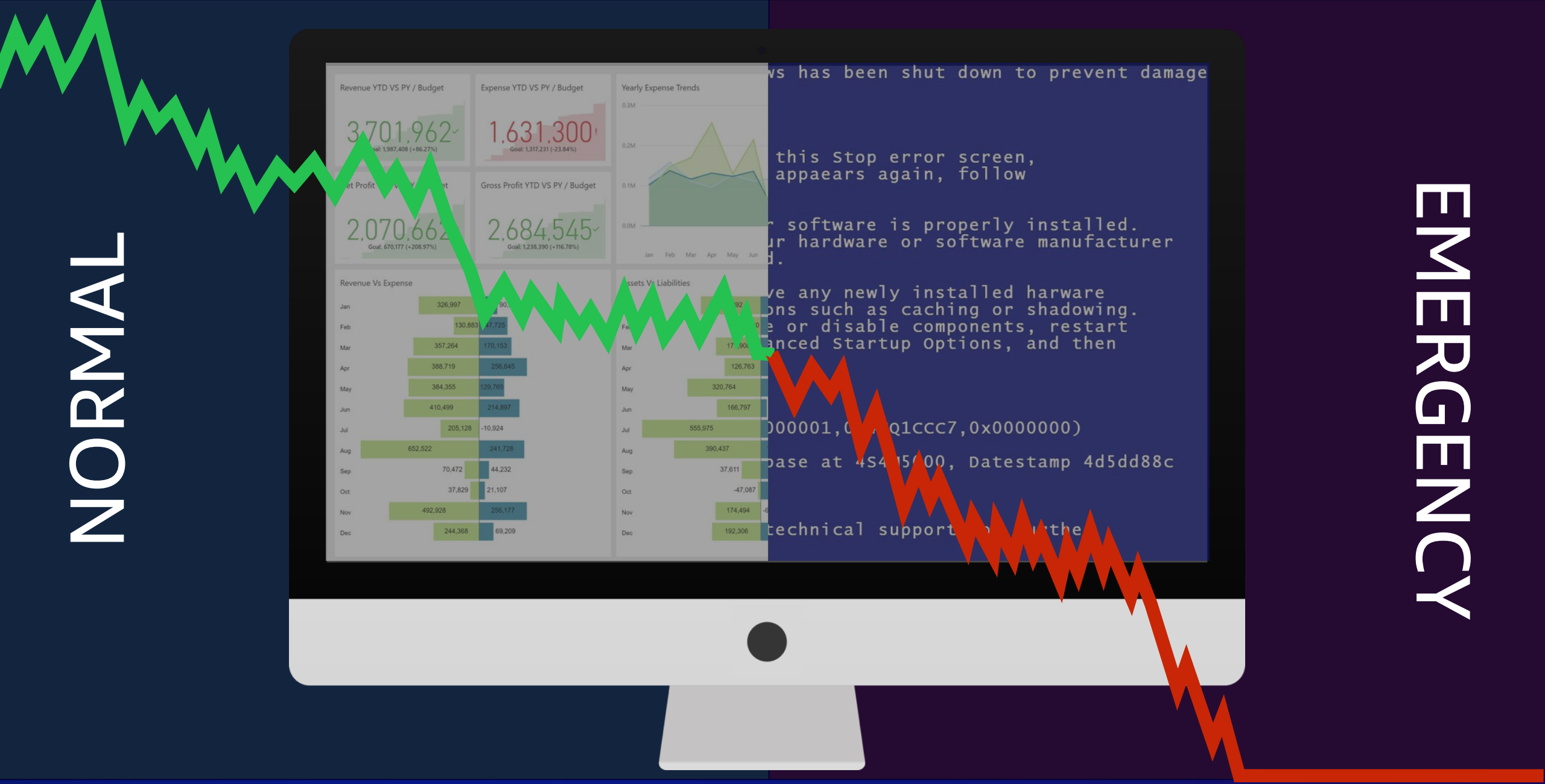

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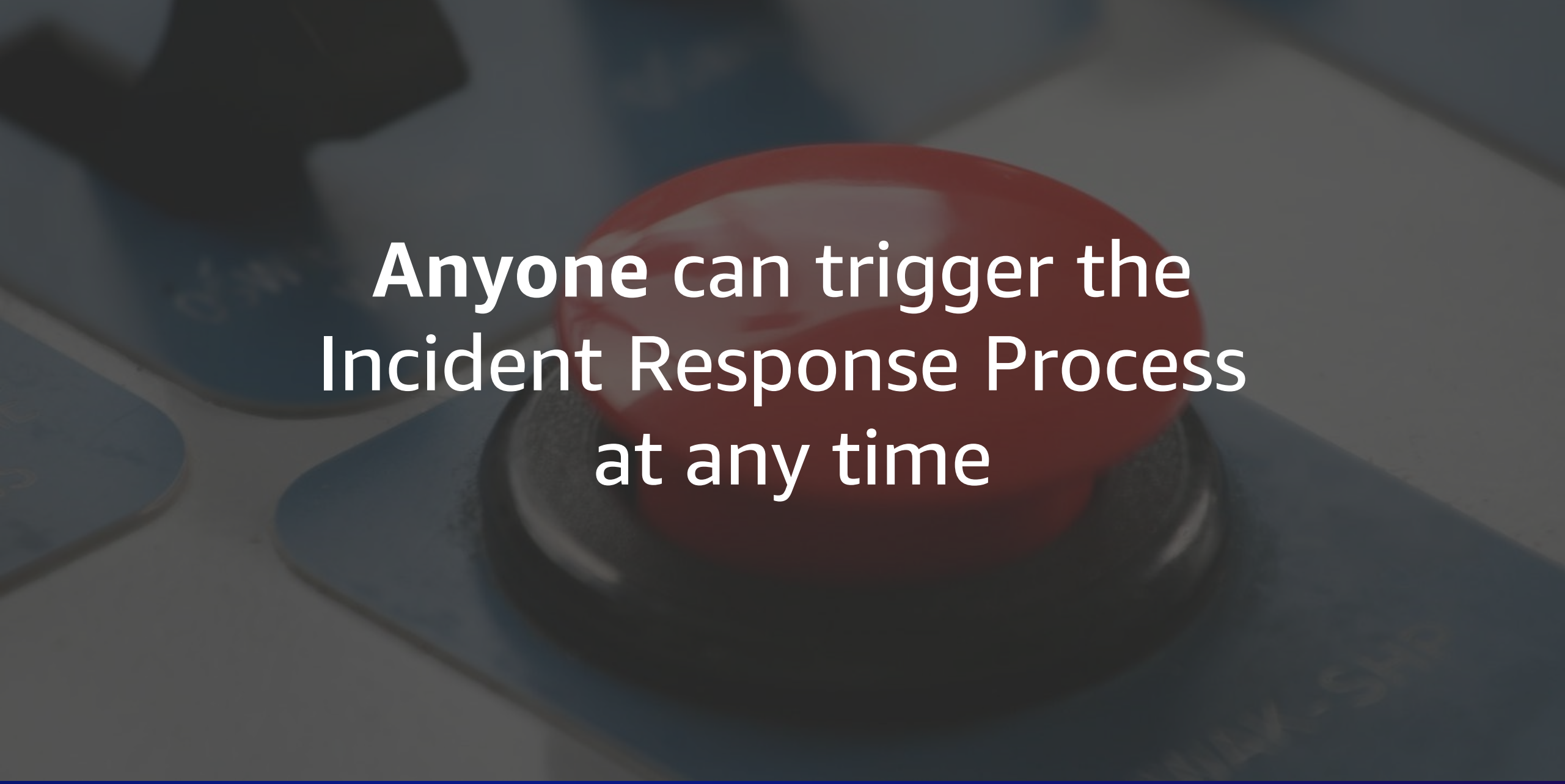

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PREVENT

The Four Steps of an Incident

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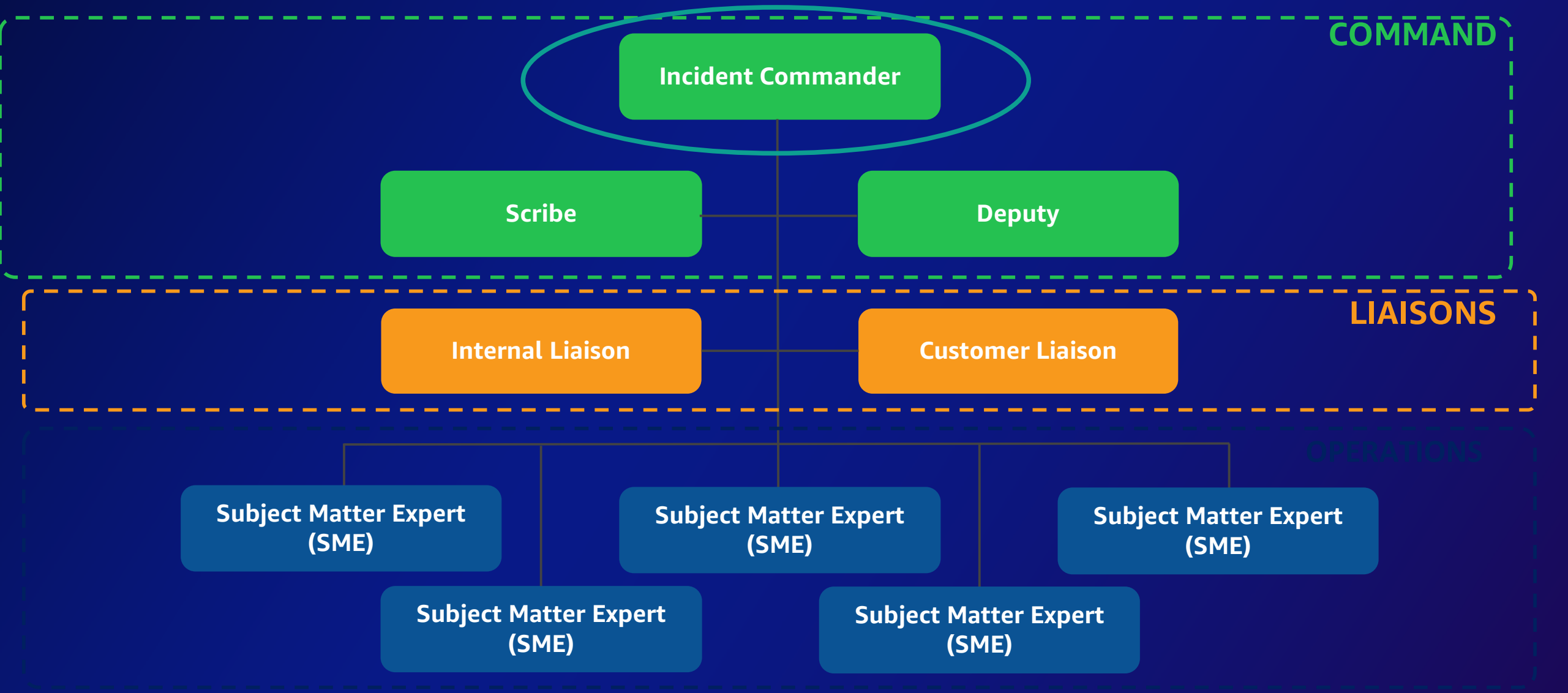
Roles of incident response



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The Four Steps of an Incident

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How do I prepare to manage incident response teams?

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Step 1: Create **explicit** processes and expectations

Step 2: **Practice** running major incidents as a team

Step 3: **Tune** your processes

Step 4: Make **checklists**

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Don’t neglect the postmortem

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Summary

- Use the Incident Command System for managing incidents
- An Incident Commander takes charge during emergency scenarios
- Set expectations upward
- Work with your team to set explicit processes and expectations
- Practice, practice, practice!
- Don’t forget to review and improve

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