

# INCIDENT RESPONSE AND ESCALATION MATRIX

**Summit Digital Solutions, Inc.**

*Effective Date: January 15, 2024*

*Document Version: 2.4*

*Classification: Confidential*

## 1. PURPOSE AND SCOPE

1. This Incident Response and Escalation Matrix ("Matrix") establishes the formal framework for identifying, classifying, responding to, and escalating operational incidents affecting Summit Digital Solutions, Inc.'s ("Company") technology infrastructure, client services, and business operations.
2. This Matrix applies to all employees, contractors, and third-party service providers involved in delivering or supporting the Company's Peak Performance Platform and associated digital transformation services.

## 2. INCIDENT SEVERITY CLASSIFICATIONS

### 1. **\*\*Severity 1 (Critical)\*\***

- Complete system outage of Peak Performance Platform
- Data breach or security compromise
- Critical client infrastructure failure
- Financial system compromise
- Regulatory compliance violation
- Response Time: Immediate ( 15 minutes)

### 2. **\*\*Severity 2 (High)\*\***

- Partial system outage affecting multiple clients
- Performance degradation impacting >20% of users
- IoT sensor network disruption
- ML model significant deviation
- Response Time: 30 minutes

### 3. **\*\*Severity 3 (Medium)\*\***

- Single client service disruption
- Non-critical feature malfunction
- Integration point failure
- Data processing delays
- Response Time: 2 hours

4. **\*\*Severity 4 (Low)\*\***

- Minor system anomalies
- Isolated user access issues
- Non-production environment issues
- Response Time: 24 hours

### **3. ESCALATION PATHS AND RESPONSIBILITIES**

1. **\*\*First Level Response\*\***

- Technical Operations Team Lead
- Security Operations Center (SOC) Analyst
- Client Success Manager
- Incident tracking and initial assessment
- Implementation of standard response procedures

2. **\*\*Second Level Escalation\*\***

- Engineering Manager
- Information Security Manager
- Senior Client Success Director
- Technical solution development
- Client communication coordination

3. **\*\*Third Level Escalation\*\***

- Chief Technology Officer
- Chief Information Security Officer
- Chief Operating Officer
- Strategic response planning

- Executive stakeholder management

#### 4. **\*\*Fourth Level Escalation\*\***

- Chief Executive Officer
- Board of Directors
- Legal Counsel
- Crisis management
- External communication approval

### **4. NOTIFICATION AND COMMUNICATION PROTOCOLS**

#### 1. **\*\*Internal Communication\*\***

- Immediate notification via incident management system
- Mandatory status updates every 30 minutes for Severity 1
- Incident war room activation procedures
- Cross-functional team coordination requirements

#### 2. **\*\*Client Communication\*\***

- Initial notification within defined SLA parameters
- Regular status updates through designated channels
- Incident resolution confirmation
- Post-incident analysis sharing

#### 3. **\*\*Regulatory Reporting\*\***

- Compliance with notification requirements
- Documentation of incident timeline
- Evidence preservation protocols
- Regulatory body engagement procedures

### **5. INCIDENT DOCUMENTATION AND REPORTING**

1. All incidents must be documented in the Company's incident management system, including:

- Incident identification number
- Severity classification

- Timeline of events
- Actions taken
- Resolution details
- Root cause analysis
- Preventive measures implemented

2. Post-incident reports must be completed within:

- Severity 1: 24 hours
- Severity 2: 48 hours
- Severity 3: 5 business days
- Severity 4: 10 business days

## **6. CONTINUOUS IMPROVEMENT**

1. The Matrix shall be reviewed and updated quarterly by the Operations Committee.

2. Lessons learned from each Severity 1 and 2 incident shall be incorporated into:

- Response procedures
- Training programs
- System architecture
- Monitoring capabilities

## **7. COMPLIANCE AND ENFORCEMENT**

1. Failure to comply with this Matrix may result in disciplinary action.

2. Annual training on this Matrix is mandatory for all relevant personnel.

## **8. LEGAL DISCLAIMERS**

1. This Matrix is confidential and proprietary to Summit Digital Solutions, Inc.

2. The Company reserves the right to modify this Matrix at any time.

## **APPROVAL AND EXECUTION**

APPROVED AND ADOPTED by the undersigned, effective as of the date first written above.

SUMMIT DIGITAL SOLUTIONS, INC.

**By:**

Name: Dr. Alexandra Reeves

Title: Chief Executive Officer

**By:**

Name: Sarah Blackwell

Title: Chief Operating Officer

**By:**

Name: Michael Chang

Title: Chief Technology Officer