01 Internal Responders

Variables legend:  
[INCIDENT\_NAME], [SEVERITY], [START\_TIME], [CURRENT\_STATUS], [IMPACT\_SUMMARY], [AFFECTED\_SYSTEMS],  
[CUSTOMERS\_AFFECTED], [ROOT\_CAUSE\_STATUS], [ETA], [NEXT\_UPDATE\_TIME], [IC\_NAME], [CONTACT],  
[LEGAL\_NOTICE], [LINK\_STATUS\_PAGE], [JURISDICTION], [$IMPACT], [TICKET\_ID], [RUNBOOK\_LINK]

## Templates

### Internal Responders – Declaration

“[SEVERITY] incident declared: [INCIDENT\_NAME] at [START\_TIME]. Scope: [AFFECTED\_SYSTEMS]. Impact: [IMPACT\_SUMMARY]. War room: #[channel]. IC: [IC\_NAME]. Runbook: [RUNBOOK\_LINK]. Next update [NEXT\_UPDATE\_TIME].”

### Internal Responders – Checkpoint

“Update [T+hh:mm] – Status: [CURRENT\_STATUS]. Hypothesis: [ROOT\_CAUSE\_STATUS]. Actions: [bullets]. Impact now: [IMPACT\_SUMMARY]. Risks/needs: [dependencies]. Next update [NEXT\_UPDATE\_TIME]. [TICKET\_ID]”

### Internal Responders – Resolution

“RESOLVED [T+hh:mm] – [INCIDENT\_NAME]. Root cause: [brief]. Fix: [what changed]. Impact: [IMPACT\_SUMMARY]. Post-incident monitoring until [window]. PIR by [date].”