02 Executive Leadership

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

### Exec – Initial Notification

Subject: [URGENT] [SEVERITY] Incident – [INCIDENT\_NAME]  
  
Summary: At [START\_TIME], we declared [SEVERITY] incident affecting [AFFECTED\_SYSTEMS]. Current impact: [IMPACT\_SUMMARY] ([CUSTOMERS\_AFFECTED], est. $ impact: [$IMPACT]/hr). Status: [CURRENT\_STATUS]. Root cause: [ROOT\_CAUSE\_STATUS]. Next milestone: [ETA]. Decisions needed: [if any]. Next update: [NEXT\_UPDATE\_TIME]. IC: [IC\_NAME], contact [CONTACT].

### Exec – Decision Request

Subject: Decision needed by [TIME]: [DECISION]  
  
Decision: [action]. Business case: [pros/cons, $ impact]. Risk if deferred: [risk]. Recommendation: [rec]. Approvals required: [roles].

### Exec – Resolution Summary

Subject: RESOLVED – [INCIDENT\_NAME] ([SEVERITY])  
  
Resolution time: [TTR]. Cause: [root cause]. Fix: [permanent/temporary]. Total impact: [customers, $]. External comms: [what/when]. Follow-ups: [top 3 actions]. PIR: [date/time].