03 All Employees

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

### All-Hands – Active Incident

Subject: Service disruption – What you need to know  
  
We’re addressing an incident impacting [AFFECTED\_SYSTEMS]. What to do: • Follow updates in #[internal channel] • Do not [restricted actions] • Route customer questions to [process]. We’ll update by [NEXT\_UPDATE\_TIME].

### Security – Action Required

Subject: Security advisory – Action required  
  
We’re investigating a security incident. Please: • Reset password at [link] • Verify MFA • Report suspicious emails to [SOC email]. Do not discuss externally. Updates by [NEXT\_UPDATE\_TIME].

### All-Hands – Resolution

Subject: Incident resolved – [INCIDENT\_NAME]  
  
Service restored at [time]. If you still see issues, report via [CONTACT]. PIR scheduled [date].