

# The Incident Escalation Process

Task

1h5m - 1h30m



Status

Incomplete

## Introduction

In this exercise you consider more directly those actions or events that may require an escalation of an Event Ticket and consider how that set of events could be caught in Policy or Process.

Consider the goal of escalation. Atlassian, in their blog below states: "An escalation policy answers the question of how your organization handles these handoffs. It outlines who should be notified when an incident alert comes in, who an incident should escalate to if the first responder isn't available, who should take over if or when the responder can't resolve the issue on their own, and how those handoffs should happen."

They further go on to explain that an escalation policy is used to address how a company will escalate incident, and to whom.

## Instructions

Read the blog from Atlassian entitled, "[Escalation policies for effective incident management](#)".

Focus on Atlassian's Best Practices for Developing Escalation Policies as well as their Types of Escalation Policies.

Use this as a starting point in your research and answer the following questions. Be prepared to discuss these in Lecture:

1. List five best practices in Escalation Policy
2. List five events that might require escalation
3. List three reasons why an Escalation Policy should be established as a clear process in a playbook.
4. Explain how the use of escalation might be used to help inform changes to the NIST Incident Response Lifecycle.



Prepare to discuss your findings with the class in Lecture.

✓ Mark Completed



Previous

Incident Response Lifecycle

How well did this activity help you to understand the content?

Let us know how we're doing



# W06D3

Wed Jul 31

> Lectures (1)

✓ Work (5)

8 hrs

 NIST 7 Step Process

 Incident Playbook Case Study

 Review and Recommendations of Playbook

 Incident Response Lifecycle

 The Incident Escalation Process

[W06D3 Schedule »](#)