

# UNDERSTANDING INCIDENT MANAGEMENT

## *Incident Management System (IMS)*



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# Objective

To explore the basics of a structured approach to managing disruptive incidents.

# Reality Check

- \* No company is immune to major incidents or crises
- \* Disruptive incidents may occur at any time , with or without warning, or because warnings were ignored
- \* Failure to respond quickly and appropriately may cause incidents or crises to escalate
- \* Without proper planning, a company must depend on luck or instinct.

# Objectives of an effective IM Strategy

- ❖ Manage well-being of employees
- ❖ Maintain critical functions
- ❖ Minimize business impact
- ❖ Avoid escalation of incident
- ❖ Expedite return to stable conditions

# Fundamentals of Incident Management

- \* Initial response and assessment
  - \* Early detection is pivotal
  - \* Immediate action
    - \* Protect life, property, resources
    - \* Prevent or minimize escalation
  - \* Assess known impact
    - \* People
    - \* Services
    - \* Property
    - \* Etc.

# Fundamentals of Incident Management (cont'd)

- \* Implement immediate contingency measures
  - \* Employee safety and accommodation
  - \* Security of facilities
  - \* Service delivery options
  - \* Temporary shutdowns ????
  - \* Manpower reassignments
  - \* Initial communication

# Fundamentals of Incident Management (cont'd)

- \* Resumption of critical operations
  - \* More detailed evaluation of impact
  - \* Prioritize order of recovery
  - \* Backup facilities
  - \* Resource re-allocation
  - \* Communicate plans to key stakeholders
- \* Return to normalcy
  - \* Plan for full service restoration
  - \* Manage expectations
- \* **Be realistic – seek assistance if necessary !!**

# Keys to Success

- \* Leadership support – resources, structure, commitment
- \* Planning and preparedness
  - \* Understand vulnerabilities – terrain, fibre vs microwave, network resilience, site access, etc.
  - \* What about system used for management of critical data?
  - \* Understand business priorities – critical processes, key customers, service delivery options
- \* Established plans and procedures
  - \* Documented
  - \* Detailed
  - \* Tested
  - \* Clearly defined roles and responsibilities



# Keys to Success (cont'd)

- \* Training and exercising
  - \* Increasing awareness and expertise
- \* Effective communications
  - \* Use of alternative technologies incl. basic devices
  - \* Keeping key stakeholders informed
  - \* Managing expectations
  - \* Communicating with national disaster management authority.
- \* Continuous improvement



**Thank You**