UNDERSTANDING INCIDENT MANAGEMENT

James Richardson (jamesyr62@gmail.com)
February 04, 2018
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