

Incident Response Communication Plan

To effectively manage and communicate during incidents, ensuring timely resolution and minimal impact on stakeholders.

Incident Response Team Structure

- **Incident Manager:** Leads the response team and communications.
- **Technical Lead:** Manages technical aspects and solutions.
- **PR Manager:** Handles external communications.
- **HR Manager:** Coordinates internal staff communications.
- **Legal Advisor:** Advises on legal implications and responses.

Communication Channels

Audience	Channels
Internal Staff	Emails, Internal Alerts, Intranet
External Stakeholders	Press Releases, Social Media, Company Website
Customers	Email Notifications, Website Updates
Regulatory Bodies	Formal Reports, Direct Communications

Incident Response Process

1. **Identification:** Detect and confirm the incident.
2. **Containment:** Limit the impact.
3. **Assessment:** Evaluate the incident's scope and impact.
4. **Communication:** Initiate internal and external communications.
5. **Resolution:** Address and resolve the incident.
6. **Review:** Analyze the response and update the plan.

Communication Plan

- **Immediate Response:** Quick, initial acknowledgment of the incident.
- **Regular Updates:** Ongoing communication about the status and resolution efforts.
- **Post-Incident Report:** Comprehensive overview of the incident, response, and future preventive measures.

Key Performance Indicators (KPIs)

- Response Time to Incident
- Accuracy of Communications
- Stakeholder Satisfaction
- Resolution Time

Review and Adaptation

Regularly review the communication plan for continuous improvement based on incident feedback and changes in the organizational environment.