

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.