

# IRM Incident Communication and Response Plan

## **I. Purpose**

A crisis communication plan provides policies and procedures for the communication of IT service interruption within the university.

## IRM Incident Communication and Response Plan

Who is affected by it?

Do we know the cause?

Do we know what must be done to fix it?

How long do we anticipate the service to be unavailable?

Once these questions are answered, the team will develop a plan for remedying the issue as well as a communication plan along the following guidelines:

1. Draft a fact sheet. The fact sheet should contain a summary statement of the situation

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### Communication

When the situation is resolved, the university community should be notified. It is not unreasonable to expect that rumors will follow a severe service outage. Rumors can be combated via e-mail communication, IRM website, and system status line.

### Root Cause Analysis

Once the situation is resolved, a post mortem review should be conducted to assess cause of the situation, method of responding, and lessons learned.

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## Post Mortem Checklist

Was this review done within 48 hours of the event being evaluated:

Yes  No  Unknown

**Date event occurred:**

**Start Time:**

**Stop Time:**

**Description of event:**

## IRM Incident Communication and Response Plan

Was initial response to the event correct?

How could we have done it better?

### **Overall**

What was the overall impact on FAU and its users?

What was the cost of repair/rollout?

What caused the event to happen?

Could we have anticipated the event?

Could we have prevented the event?

Were there warning signs that we missed?

### **Summary**

List the lessons learned and action items generated from the above discussion:

1.

2.

3.

4.

5.

