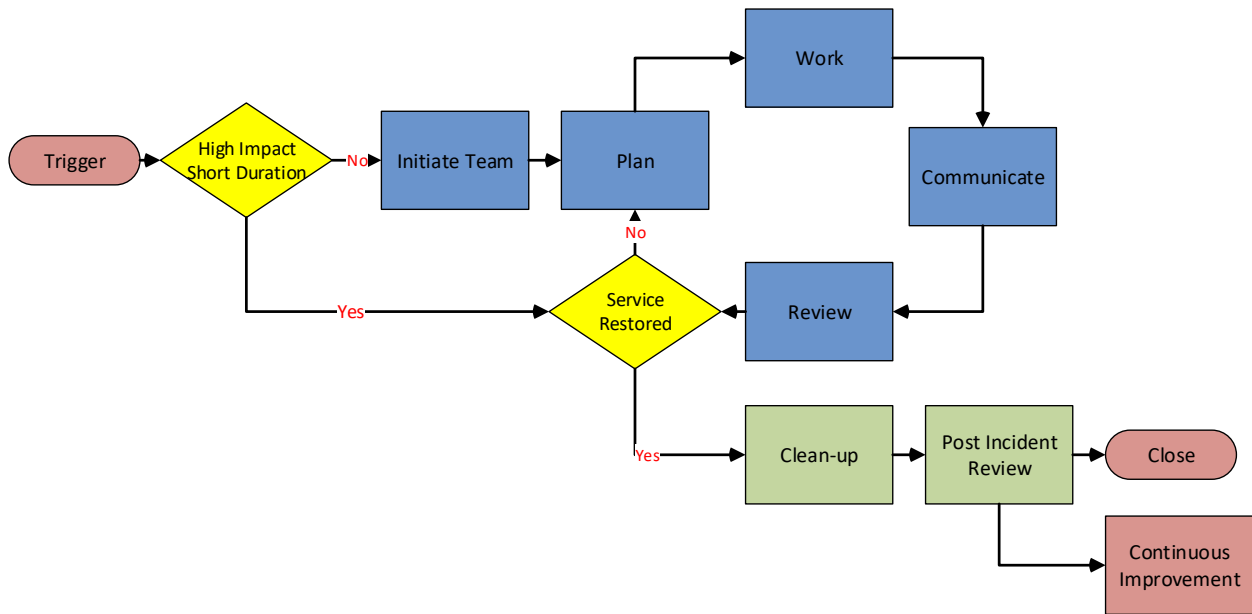


Process and Procedures

Incident Management Flow Diagram



Incident Roles and Responsibilities

Roles and Responsibilities have been developed and defined to align with the ITS structure announced in August, 2017. To ensure that ITS is sensitive and responsive to established communication protocols on each of the campuses, an additional role, Campus Communication Liaison will be established, during the transition. This role will be reviewed annually to determine its continued necessity.

The expanded Incident Management Manual and contact information is located in BOX at:
ITS-All>ITS-ALL Incident Management and DR>Incident Management>IM Documentation

Role	Description	Responsibilities & Activities
Incident Commander	Accountable for the incident response process.	<ul style="list-style-type: none"> Manage major incidents Provide decision and escalation authority Communicate with ITS leadership
Incident Response Process Expert	Responsible for ensuring the incident response process is followed	<ul style="list-style-type: none"> Provide guidance regarding the incident response process Document events and team responses Monitor time and prompt for next action Manage after action review logistics

Role	Description	Responsibilities & Activities
Divisional Liaison(s)	Accountable for providing content area expertise and engaging divisional resources	<ul style="list-style-type: none"> • Academic Technologies • Application Services • IT Strategy and Planning • Client Services • Infrastructure Services • Security Services • Enterprise Services
Incident Communication Coordinator	Accountable for developing and disseminating incident response communications under the direction of the Incident Commander.	<ul style="list-style-type: none"> • Lead communication development and dissemination • Coordinate with Campus Communication Liaison(s) • Identify appropriate communication channels • Manage message approval through Incident Commander • Monitor message timing and customization
Campus Communication Liaison	Work with Incident Communication Coordinator to develop campus specific references for incident communication as necessary and ensure incident communication dissemination reaches existing campus specific outlets.	<ul style="list-style-type: none"> • Provide guidance regarding campus communication processes and impacts • Manage VIP/stakeholder engagement and outreach for specific campus • Coordinate with Communication Coordinator to develop campus specific communications • Ensure Incident communication is distributed to existing campus communication channels.