

Major Incident Manager's Communications checklist

The following checklist is designed to be used by a Major Incident Manager as a communications guideline during IT crisis management. It provides details on what is required to be communicated to stakeholders.

Activation

Check	Completed	Not relevant
<ul style="list-style-type: none"> Confirm the stakeholders to be informed 		
<ul style="list-style-type: none"> Confirm time interval of updates in communications. 		
<ul style="list-style-type: none"> State the service that is impacted 		
<ul style="list-style-type: none"> State the severe negative business consequence 		
<ul style="list-style-type: none"> Clarify whether it is an outage or a brownout 		
<ul style="list-style-type: none"> State the locations 		
<ul style="list-style-type: none"> Confirm how it was reported and via which channels 		
<ul style="list-style-type: none"> Acknowledge detection via monitoring or diagnostics systems 		
<ul style="list-style-type: none"> Confirm SLA times if relevant 		
<ul style="list-style-type: none"> Provide reference number 		

Updates

<ul style="list-style-type: none"> Confirm time of actual incident occurrence and time of detection 		
<ul style="list-style-type: none"> Report current time, time since detection and remaining SLA time 		
<ul style="list-style-type: none"> If relevant confirm if SLA has been breached 		

Classification

Check	Completed	Not relevant
<ul style="list-style-type: none"> Confirm the number of customers affected as a percentage of base. (scope) 		
<ul style="list-style-type: none"> Confirm which business units have been affected (credibility) 		
<ul style="list-style-type: none"> Describe the nature of the incident in relation to the time it occurred (urgency) 		
<ul style="list-style-type: none"> Confirm how this incident is being prioritized in relation to any other ongoing incidents. (priority) 		

<ul style="list-style-type: none"> • Confirm which IT components have been impacted (impact) 		
<ul style="list-style-type: none"> • State how these IT components have been impacted (operations) 		

Workaround

Check	Completed	Not relevant
<ul style="list-style-type: none"> • Confirm availability of known workaround. 		
<ul style="list-style-type: none"> • Confirm whether workaround or alternatively the fix will be implemented. 		
<ul style="list-style-type: none"> • Confirm time period when workaround will be available. 		
<ul style="list-style-type: none"> • Confirm when workaround is <ul style="list-style-type: none"> ○ Implemented 		
<ul style="list-style-type: none"> ○ Tested 		
<ul style="list-style-type: none"> ○ Operational 		

Diagnosis

Check	Completed	Not relevant
<ul style="list-style-type: none"> • Confirm which components are being diagnosed 		
<ul style="list-style-type: none"> • Confirm when diagnosis of components is expected to be completed 		
<ul style="list-style-type: none"> • Confirm internal and external escalation of diagnosis 		
<ul style="list-style-type: none"> • Confirm extension of diagnoses times 		
<ul style="list-style-type: none"> • Confirm components identified as source of major incident 		
<ul style="list-style-type: none"> • Confirm whether components will be repaired or replaced 		
<ul style="list-style-type: none"> • State immediate known causes of component failures 		
<ul style="list-style-type: none"> • Confirm whether root causation is required for fix 		
<ul style="list-style-type: none"> • If appropriate highlight that root causation cannot be conducted against a time deadline! 		
<ul style="list-style-type: none"> • Confirm whether alternative resolutions are being investigated as a workaround 		
<ul style="list-style-type: none"> • When alternatives are available confirm workaround. 		
<ul style="list-style-type: none"> • State investigated proximate causes 		
<ul style="list-style-type: none"> • State any identified and confirmed root causation 		

<ul style="list-style-type: none"> When available confirm time when repair or replacement on affected components will start 		
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Repair

Check	Completed	Not relevant
<ul style="list-style-type: none"> State time when components have been repaired. 		
<ul style="list-style-type: none"> When available confirm time when affected components will be brought back into service 		
<ul style="list-style-type: none"> Confirm services available 		
<ul style="list-style-type: none"> Confirm length of outage. (downtime) 		

The wrap

The Major Incident affected the following *<Business units>* in *<locations>*. *<x>* minutes unavailable and/or *<x>* minutes degraded. *<Resolution>*. *<Service>* affected by *<cause>*. *<No, blank>* further root causation. Escalated to *<escalations>*.

This Major Incident affected the company *<less than, the same as, greater than>* usual. The outage was *<less than, blank, greater than>* normal. The risk is *<less than, blank, greater than>* average.

Countermeasures

Confirm any countermeasures to be implement to mitigate identified threats highlighted by this Major Incident.

Threats

Confirm any identified threats not yet mitigated