Incident Communication Plan Policy

Janco Associates, Inc.

2023 Edition

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Incident Communication Plan

Overview

To survive an incident such as a business interruption, security breach, or product recall, organizations need more than a successful communication strategy – they need an incident communication plan.

The principles of effective crisis and risk communication are:

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⬩ .... ickly is almost always .... tion often becomes the

⬩ .... e what is known, what

⬩ .... d during crises.

⬩ **Express Empathy**: Crises create harm, and the suffering should be acknowledged in words. Addressing what people are feeling, and the challenges they face builds trust and rapport.

⬩ **Promote Action**: Giving people meaningful things to do calms anxiety, helps restore order, and promotes a restored sense of control.

⬩ **Show Respect**: Respectful communication is particularly important when people feel vulnerable. Respectful communication promotes cooperation and rapport.

Objective

The overall objectives of an incident communication plan should be established at the outset. The objectives should be agreed upon, well understood, and publicized. For example, will the primary objective of the communications plan be for communications only to employees, and only during a disaster? Or is the intent to advise customers of interruptions to service? Or is it for investors and stockholders? Or regulatory agencies? Or is it some combination of these?

Whatever the objectives they should be shared, supported by executive management, and widely communicated

The specific objective of this incident communication plan is to define who will provide key communications during a crisis and the content, recipients, schedule, method of delivery, frequency, and priority of the communication. By outlining communications in advance, ENTERPRISE

⬩ Protect the effect of a crisis on employees, associates, suppliers, and customers,

⬩ Reduce the impact of bad publicity, maintain customer service, bolster relations with vendors and

⬩ Addresses the concerns of other key stakeholders

Federal Computer Security Incident Handling Requirements

The National Institute of Standards and Technology (NIST) of the US Department of Commerce has a guide on how security incidents should be handled. This publication provides a detail discussion of the composition, interrelationships with others (before – during – after), and responsibilities of the Incident Response Team.

Establishing an incident response capability should include the following actions:

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- ...eporting
- ...rding incidents
- ...the incident response team and ...al (e.g., law enforcement
- Determining what services, the incident response team should provide
- Staffing and training the incident response team.

Organizations should be generally prepared to handle any incident but should focus on being prepared to handle incidents that use common attack vectors.

Cyber Incident Response Responsibilities

- **Incident response manager** - Supervise and prioritize actions during detection, containment, and recovery from an incident.

- ⬛ ... skills to provide the right ...

- ⬛ ... rces, implementing and ...

- ⬛ ... nd security incidents, which help identify current and future threats.

- **Management** - Bring top-level management buy-in, which is necessary for the provision of resources for incident response planning and execution.

- **Human resources** - HR is involved when it is a case of malicious insiders or employee error.

- **Audit and risk management specialists** - Develop threat metrics and vulnerability assessments while encouraging best practices across the organization.

- **Legal** - Ensure any evidence collected maintains its forensic value if the company chooses to take legal action.

- **Public relations** - Enable communication with internal and external stakeholders.

Social Networking Checklist

Communicating with people who work for you is as important as protecting the processes and data in your company. Your plan should cover:

- Scripts, step lists, or cue cards so employees can perform critical tasks and communicate with customers up to established standards
- Cutover practice drills to uncover gaps in your plan as well as rehearse procedures
- Central communication points for disseminating further instructions
- Have a connection to the Internet that is INDEPENDENT of your company's network. If there is a disaster that impacts its network then you will have no way to execute these plans.

Social networking can help to achieve those objectives. This is a brief list of tips and action items you can follow to start using social networking as a tool to assist in the Disaster Recovery and Business Continuity planning process.

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Job Description

One (1) detail job description is included with this policy template. It comes separately in its directory.

Director Media Communications

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Electronic Forms

Two (2) Electronic forms are included with this policy template. They come separately in their directory.

Incident Communication Contact Form

Pandemic Planning Checklist Form

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What's New

2023 Edition

- Added section on responsibilities for cyber-related incidents
- Updated included the job description
- Updated included forms

2022 Edition

- Updated included the job description
- Updated included forms

2021 Edition

- Updated included the job description
- Updated included forms
- Update the structure of the policy and its appendix components

2020 Edition

- Updated to include Pandemic Considerations
- Included Pandemic Planning Checklist From
- Update Director Media Communications job description
- Updated Social Media Communications section
- Added Social Networking Checklist

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