

Incident Communications Plan Template

Create an incident communications plan. After you've read the "Getting started with an incident comms plan" guide, fill these in together with your team and be sure to store this in a place that's easily accessible for everyone.

Defining an incident

An event becomes an 'incident' if any one of the following is true:

- 1:
- 2:
- 3:

Team roles

The following are roles individuals will occupy during an incident.

1) Role:

Core responsibilities:

2) Role:

Core responsibilities:

Communication channels

These are the channels we use to communicate incident announcements and updates.

Channel (examples: Twitter, Statuspage, etc.):

Which updates (select one or more types of announcements that will be posted on this channel: Initial announcement, mid-incident updates, resolution announcement, postmortem):

Incident templates

The following are initial updates that can be sent as announcements during an incident. These are written generically and can be sent as such if needed, but we should strive to add details about the incident if we can. Write your responses next to each category.

Full outage, initial update:

Partial outage, initial update:

Incident resolved: