

'One of our agents is missing'

Incident Management - not just an IT Issue

Martin Cassey

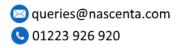


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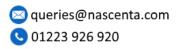


Nascenta Ltd

- Private Business evolution of Cambridge Data Safe Ltd (incorporated 1999)
- Re-launched 2015 as Nascenta Ltd
- Information Security & Resilience Consultancy & Solutions for SMEs
- People Centric approach People & Technology







What is an Incident?

noun

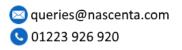
•An event that is either unpleasant or unusual *adjective*

•Touching or hitting the surface of something

Cambridge Dictionary





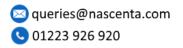


What is Incident Management?

 Incident management (IM) is an IT service management (ITSM) process area. The first goal of the incident management process is to restore a normal service operation as quickly as possible and to minimize the impact on business operations, thus ensuring that the best possible levels of service quality and availability are maintained.

Wikipedia – 18/1/17



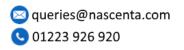


An Alternative View

 An Incident is an event that could lead to loss of, or disruption to, an organisation's operations, services or functions and which can't be managed as part of 'Business As Usual' (BAU). - If not managed an incident can escalate into an emergency, crisis or disaster.



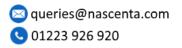




An Alternative View

- Incident management (IM) is a real-time 'physical' process. To be effective it relies upon effective leadership supported by (often multidisciplinary) teamwork and timely action.
- Its primary objective should be to protect people followed by customers, infrastructure and then the business.



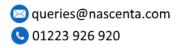


IM vs BC/DR

- Processes are complementary
- If an Incident can't be resolved within an acceptable timescale (typically hours) then progress to BC plan and/or Disaster Recovery





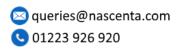


Business Resilience

- Resilience helps organisations live long and prosper.
- Resilience extends way beyond BC or DR.
- Improving resilience should be a core part of business culture.
- Resilience represents a sustainable competitive advantage.
- Resilience is a good way to reduce the incidence of Incidents!





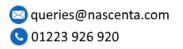


What is Needed to Manage an Incident?

- Leadership
- Authority
- A Plan
- Supportive Team
- Ability to adapt & Innovate
- Strong Nerves & Good Luck







Incident Policy/Procedure

- Establish a Policy/Procedure
- Determine Success Criteria
- Risk Analysis/Identify Scenarios
- Develop Plan/Guidelines around Scenarios





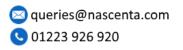


Incident Policy/Procedure/Plan

- Know who to keep informed
- Know how to contact Senior Management, Staff, emergency services, CERT, etc.
- Know when/how/where to get help
- Practice, Practice, Practice





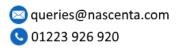


Some Possible Scenarios

- Fire Alarm
- Sickness/Accident at Work
- IT Failure
- Utility Failure
- Bad Weather/Epidemic/Foot & Mouth
- Cyber Attack/Security Breach
- Fire/Flood/Crime/Terrorism





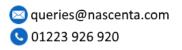


Incident Response Team

- Incident Manager
- Scribe (Recorder)
- External/Internal Communications
- Facilities/Estates
- IT
- Operations
- Security/H&S
- Gophers







Incident Room

- A known place for the IRT to congregate and from which to manage the incident
- Desk, Phone(s), PA system, 2 way radios
- Hard copies of IM Plan, contact lists, etc.
- CCTV
- IT
- White boards, stationery, etc.
- Internet access, Broadcast TV





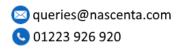


Timing

- Understand expectations regarding timing for dealing with an Incident
- 'First 24/48/72 hours'
- GDPR requires disclosure within 72 hours of breach discovery





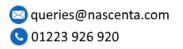


Some Possible Issues

- The root cause of incident may not be obvious.
- IT failure or Cyber attack?
- Your priority is to restore normal service, Law Enforcement may want to preserve evidence.
- What if the press take an interest?
- Consider your Plan to be a guideline!







Case Study - MK Audi

'Monday 1 June 2015 started like any other day until, around 12:30pm, the team heard a loud bang followed by the sound of a fire alarm. The roof of the workshop was about to collapse, taking 20 cars with it.'

'Torque' Iss 8 2015



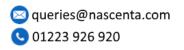


Some Personal Experiences

Few things can prepare you for the awesome responsibility, fear of failure and panic that sets in when you have to manage your first incident.







Scenario

- Separate 'Compound' within larger Site
- Rural location
- Many Buildings, 500+ staff
- Administrative, Engineering, Manufacturing and Operational areas





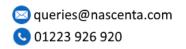


Some Personal Experiences

- Fire Alarm
- Unattended Package
- Partial Roof Collapse
- Missing member of staff





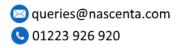


Incident Management training

'One of our agents is missing'







Where to get help

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Questions?

