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MUST HAVES FOR IT INCIDENT RESPONSE PLAN.

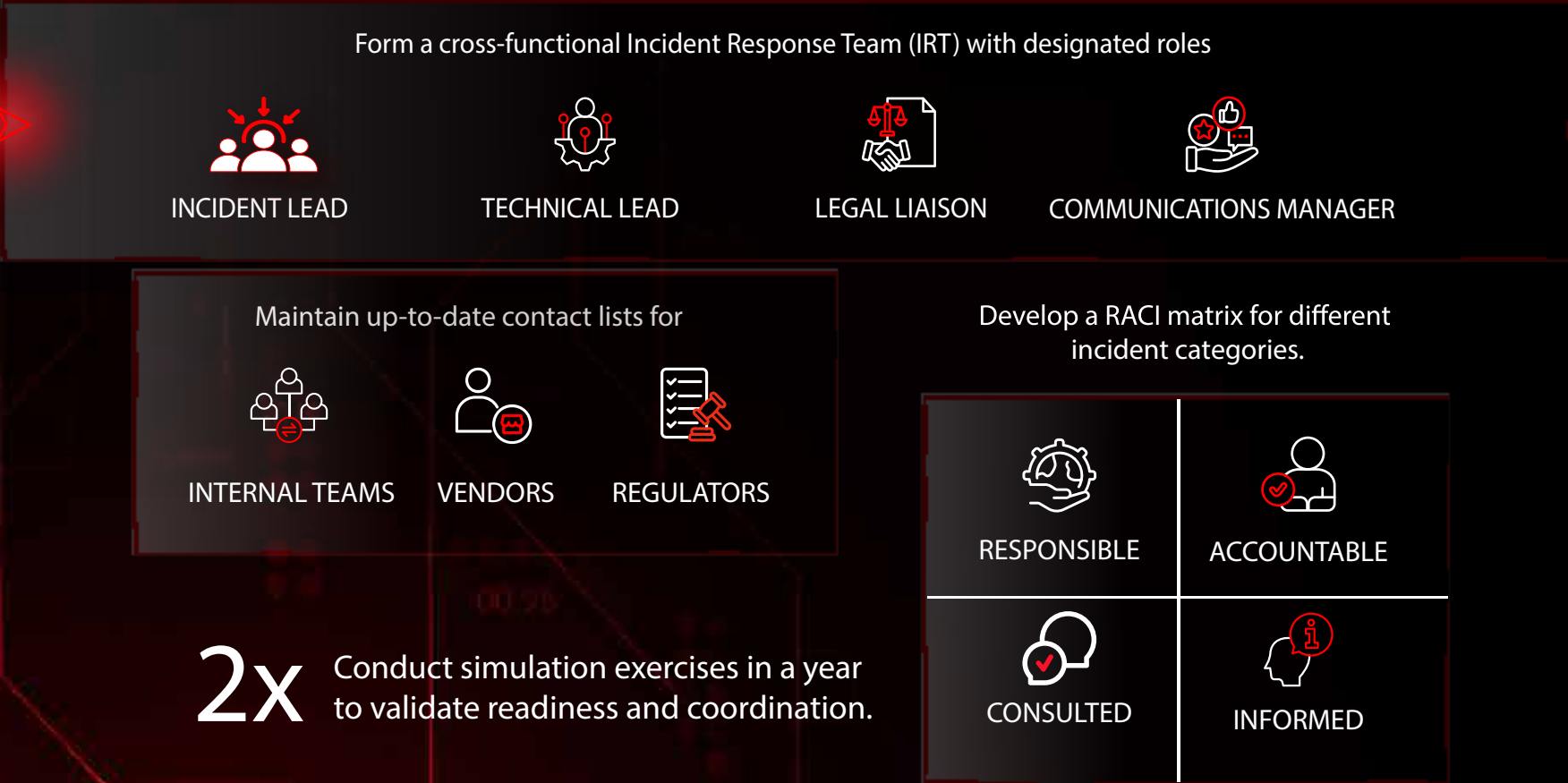


An Incident Response Plan is your structured framework for identifying, managing, and recovering from technology-related disruptions – from ransomware and insider threats to outages and supply-chain compromises.

1 Defined Roles & Responsibilities

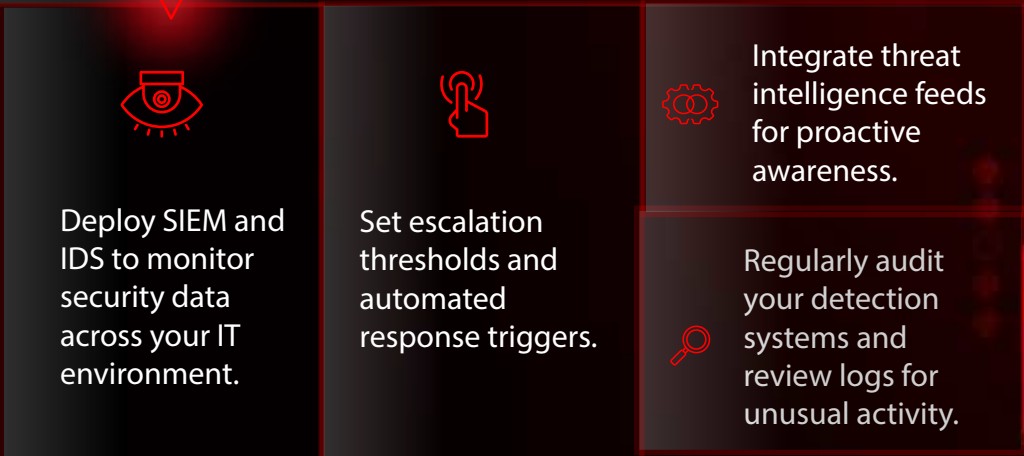
When an incident hits, there’s no time to figure out “who does what.”

The faster you mobilise the right people the less damage you will suffer.



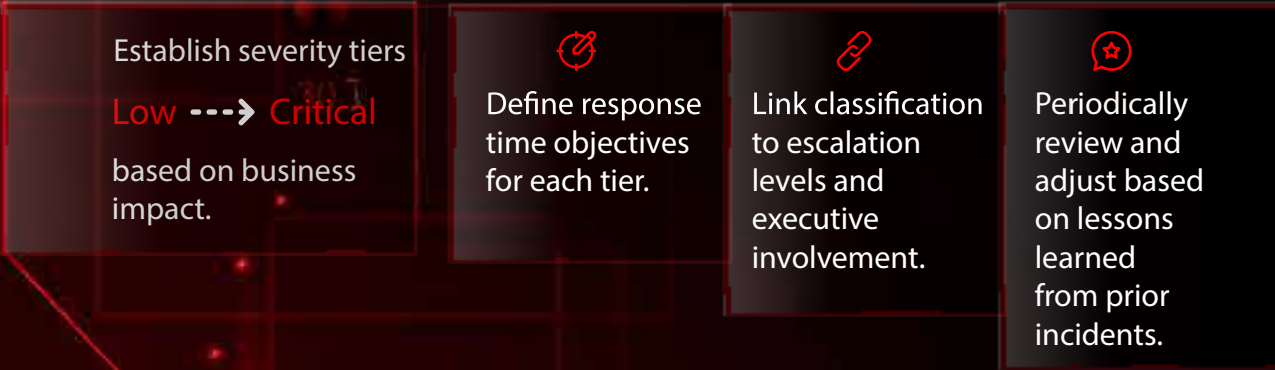
2 Early Detection & Continuous Monitoring

If you don’t detect the incident early, your response is delayed and the cost rises.



3 Incident Classification & Prioritisation

Not all incidents are equal. Some are minor; others are catastrophic. You need to prioritise to allocate your resources effectively.



4 Clear Communication Channels

In an incident you will need to coordinate among technical teams, business leadership, customers, regulators, and the public. Poor communication creates confusion, missed obligations (e.g., breach notification laws) and reputational harm.

- Prepare pre-approved communication templates for internal updates, regulatory notifications, and customer messages.
- Ensure clarity around who can authorise external statements.
- Maintain direct contact points with the Information Commissioner’s Office (ICO) and the National Cyber Security Centre (NCSC).
- Run crisis communication drills simulating both internal and external scenarios.

5 Recovery & Continuous Improvement

The goal is not just to stop the incident, but to restore normal operations and learn to become stronger afterward. An IRP without recovery & review is incomplete.

- Define Recovery Time Objectives (RTOs) and Recovery Point Objectives (RPOs) for critical systems.
- Verify backup integrity and restoration processes through testing.
- Conduct post-incident reviews and document findings in a centralised incident register.
- Update your IRP based on evolving threats and technology trends.



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