

Incident Handling Process Document (Updated)

1. Purpose

To establish a clear process for incident handling, ensuring quick and effective responses by designating specific personnel with defined roles and responsibilities.

2. Designated Personnel and Contact Information

2.1 Josh Glover (Primary Incident Handler)

- **Work Email:** jglover@cpitec.com
- **Personal Email:** jg0482846@gmail.com
- **Phone Number:** 573-480-3077

2.2 Ian Shipman (Secondary Incident Handler)

- **Work Email:** ishipman@cpitec.com
- **Phone Number:** 417-619-4349

3. Roles and Responsibilities

3.1 Josh Glover

- Acts as the primary point of contact for incident reporting and management.
- Leads the assessment, classification, and coordination of the incident response.
- Maintains documentation and communication with stakeholders.

3.2 Ian Shipman

- Supports the incident response process and takes the lead in Josh Glover's absence.
- Assists in documentation and ensures continuous communication throughout the incident handling process.

4. Incident Handling Process

4.1 Detection and Reporting

- Employees should report potential incidents immediately to Josh Glover.
- Monitoring tools and systems are in place to alert the incident handling team.

4.2 Assessment and Classification

- The incident is assessed and classified by Josh Glover, with support from Ian Shipman, to determine the severity and required actions.

4.3 Response and Mitigation

- Josh Glover coordinates the response efforts, with Ian Shipman providing necessary support to contain and mitigate the incident.

4.4 Documentation and Communication

- All actions and decisions are documented systematically, with regular updates communicated to relevant stakeholders.

4.5 Review and Learning

- Post-incident, a thorough review is conducted to extract lessons learned and to improve future incident handling processes.

5. Training and Awareness

- Regular training and awareness sessions are conducted for both designated personnel and employees to ensure preparedness.

6. Review and Update

- This process and its documentation are reviewed and updated annually or after significant incidents, reflecting any changes in personnel or operational dynamics.

By having designated personnel like Josh Glover and Ian Shipman, with clear contact information and defined roles, the organization ensures a structured and effective approach to incident handling, facilitating rapid response and recovery.