

# IMS/IC Flowchart

Incident Discovery

Triage & Identify SEV level

**LOW SEV**  
Handle as non-emergency

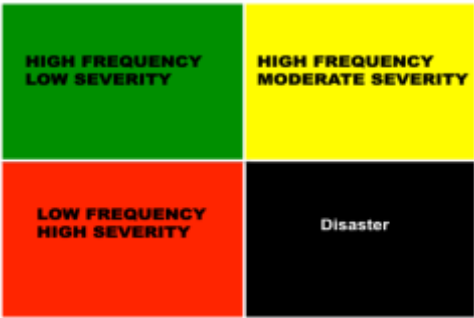
Notifications  
Ensure ConOps  
Incident Documentation  
(Executive Briefing)

*Open bridge & establish command*

- Timekeeping
- Dispatch appropriate SME's
- Identify all participants

*CAN Report – Informational Briefing*

- Announce SEV & IC
- Size up the situation
- DESCRIBE the problem



*Is the problem identified and understood?*  
(EXPLANATION)  
(Decision making briefing)

*Explore SOLUTIONS*  
*Set Incident Objectives*

- What is going to happen?
- Who is going to do it?
- What is the estimated time to resolution?
- Anticipated outcome:
  - Best case – Worst case
  - Plan B
- Turn around point(s)
- "I support the plan"

*(Action briefing)*

**Assess action plan & progress**  
**at predetermined times**

Conditions:

Actions:

Needs:

