

IMS Terms

Term	Meaning
A-Rep	Agency Representative – the person who represent the business unit
AAR	After Action Review, is like an RCA, or postmortem but is focused on the way the people responded to the incident. It also includes a review of the technology and the software.
CAN Report	Conditions, Actions and Needs report, a communications protocol.
Comms	Communications person – the one calling, paging or texting SMEs. Also may send notices via e-mail or web posting
Communications	Communications person – the one calling, paging or texting SMEs. Also may send notices via e-mail or web posting
ConOps	Continuing Operations
Description	Is a short 3-5 sentence overview of the problem or situation
ERT	Emergency Response Team
Explanation	The IC gives the floor to the SME to offer a lengthy overview of the problem or situation.
Group Lead	The person who is in charge of a group of SMEs, by default they act in a similar fashion to an IC.
Group Leader	Is the person who is in charge of a group of SMEs
IC	Incident Commander
IMS	Incident Management System
IRT	Incident Response Team
JIC	Joint Information Center, where all the communications persons report to so that one message is provided across all needs.
Joint Information Center (JIC)	Where all the communications persons report to so that one message is provided across all needs.
Liaison Officer (LNO)	A deputy IC who assists the IC with notifying others about incident information, usually executives. Handles the incident in case the IC has to step away.
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MTTA	Mean Time To Assemble
NIMS	National Incident Management System

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OCE	On Call Executive
Planning Section Chief (PSC)	The leader of the plans group, maybe the lead of the release team and a planned release.
PSC	Planning Section Chief – the leader of the plans group.
Scribe	Person documenting the incident
SitStat	Situation Status – a report of who is available and who is assigned to various IMS roles
Size-Up	The first description of the incident, which becomes the “conditions” of a CAN report.
SME	Subject Matter Expert
SR	Site Reliability
SRE	Site Reliability Engineer
TAD	The person doing the looking for the problem, usually a very smart SME who is a generalist who has above average problem solving skills
Tail step briefing (Tailboard briefing)	A quick briefing by the IC at the end of the incident covering the good, bad and the ugly.
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Tier 1	A group of the most senior executives who are assembled to make business decisions. The UC activates the Tier 1 group.
Triage, Analysis and Diagnosis (TAD)	The person doing the looking for the problem, usually a very smart SME who is a generalist who has above average problem solving skills
UC	Unified Command
UCL	Unified Command Leader, the person who leads the Unified Command Group
UCL	Unified Command Leader is the person leading the unified command team