How to Manage a Critical Incident

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The Bottom Line

Critical incidents don't come with a predetermined schedule or warning. So, it's up to your organization to have an incident response procedure in place to combat these crises.

Don't have one yet? Read the following pages to perfect your incident response operations and adopt the right tools and procedures to fight against any critical event.

Planning Phase

In order to respond appropriately to a critical incident, your organization needs to brainstorm and plan how an incident response tactic should look.

Let's start with the planning phase, providing a step-by-step walkthrough to make this task easier.

Step One: Prioritizing Notifications

Your management team needs to prioritize critical alerts, determining which events require immediate attention.

An incident alert management platform makes this easy through configurable alerts, allowing management to pick and choose notification priorities (i.e., high or low-priority alerts).

Execution Phase

The second phase of your incident response playbook requires establishing effective protocols.

Regardless of organization size, establishing procedures mitigates a critical incident's impact on your business.

Step Two: Learning About the Right Tools

Incident management teams need to gain insight into powerful alerting solutions. An ideal solution offers:

On-call schedules – Determine who's on call and select users through an intelligent scheduler

Escalation procedures – Alerts will be forwarded to the next available on-call individual when others are unavailable

Intrusive eight-hour alerts – Become immediately aware of critical notifications through distinguishable audible pings.

Step Three: Adopting the Right Tools

What you need is:

An alerting platform that is equipped with an enterprise management console and phone app, allowing team members to respond to critical events appropriately.

How?

With OnPage, you can ensure that you'll have everything you need to combat any critical situation.

OnPage provides persistent notifications, ensuring that incident management teams respond immediately. The platform also provides on-call schedules, secure HIPAA-compliant messaging, escalations, high-priority alerts, and more.

How Did Your Team Perform?

After an incident occurs, it's vital for an organization to analyze and evaluate how the incident played out.

This leads to step four of our playbook, giving your organization a detailed snapshot of your incident response performance.

Step Four: Analyzing Performance

A sound post-mortem practice should include communication records, providing detailed information of the incident and team performance.

OnPage's reporting dashboard provides post-incident, downloadable reports. Management teams can review the data and discuss any performance issues.

Lessons Learned

Your organization needs to understand that every incident that occurs is a learning curve. Fortunately, OnPage's intelligent alerting solution makes incident response operations a stress-free task, ensuring that critical events are quickly resolved.

About OnPage

OnPage's award-winning incident alert management system for IT, MSP and healthcare professionals provides the industry's only ALERT-UNTIL-READ notification capabilities, ensuring that critical messages are never missed. OnPage enables organizations to get the most out of their digital investments, so that sensors, monitoring systems, and people have a reliable way to escalate urgent communications to the right person immediately.

OnPage's escalation, redundancy, and scheduling features make the system infinitely more reliable and secure than emails, text messages and phone calls. OnPage shrinks resolution time by automating the notification process, reducing human errors and prioritizing critical messages to ensure fast response times.

Whether to minimize IT infrastructure downtime, or to reduce the response time of healthcare providers in life-and-death situations, organizations trust OnPage for all their secure, HIPAA-compliant, critical notification needs.

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