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Incident Management Flowchart

By the Security Executive Council

The diagram shown below describes a successful framework that can be customized for your company. The framework helps clarify that one point of contact is responsible for communicating to the various Incident teams in order to alleviate the typical flood of calls/inquires at the early stages of an incident.
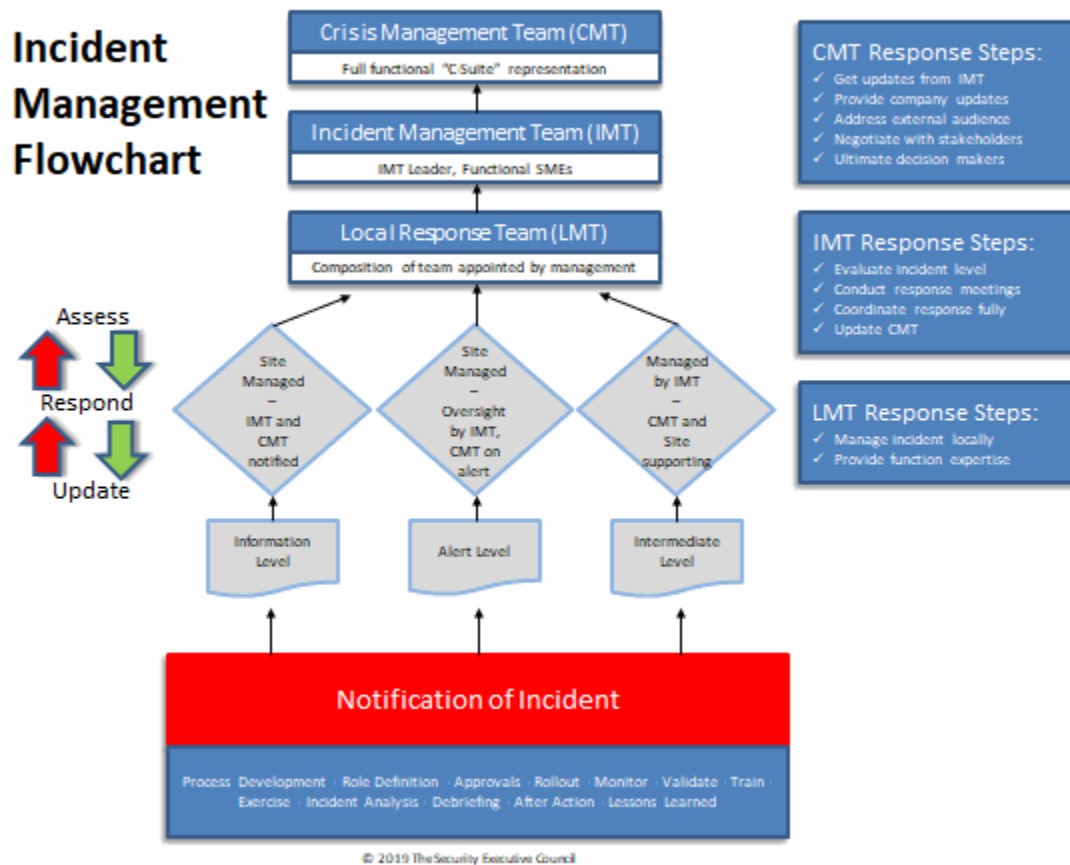
This diagram represents a typical framework of incident management along with the interdependencies of all stakeholders. Regardless of the level of the incident, the Incident Management Team (IMT) lead or their designate notifies the Crisis Management Team (CMT) Lead of an emerging critical incident. Based on the incident's severity, the CMT Lead or their designate determines when it is appropriate to communicate to respective CMT members at one of the three levels.

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The SEC is the leading research and advisory firm focused on corporate security risk mitigation solutions. Having worked with hundreds of companies and organizations we have witnessed the proven practices that produce the most positive transformation. Our subject matter experts have deep expertise in all aspects of security risk mitigation strategy; they collaborate with security leaders to transform security programs into more capable and valued centers of excellence. Watch our [3-minute video](#) to learn more.

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