

# INCIDENT ACTION LIST

**Incident Title :** .....

**Recovery Director:** .....

**Date:**    /    /

No.	Issue / Action	Assigned to	Due By Date/Time	Comments / Status / Resolution
<b>#1 Incident Management</b>				
1.1	<b>Initial Briefing</b> <input type="checkbox"/> understand the situation, who is responsible, how long it will last and reconfirm the severity: <input type="checkbox"/> Is this an advance warning so that precautionary measures can be taken or is the problem occurring <b>Now</b> e.g. cyclone heading towards an area, strike action threatened, flood waters rising, power disruptions due to heat wave conditions etc? <input type="checkbox"/> What is the problem? <input type="checkbox"/> Does it involve a natural disaster e.g. cyclone affecting a portion of the branch network? <input type="checkbox"/> Does it involve failures of single site and/or its essential services? <input type="checkbox"/> Does it involve a major localised event e.g. total destruction of multiple sites, evacuation due to accidents/contamination etc? <input type="checkbox"/> Does it involve general widespread outages e.g. Total prolonged power failure or communications line failures, transport strike/failure etc? <input type="checkbox"/> Which sites(s), Faculties, Schools, Service Centres or Research Centres are affected: <input type="checkbox"/> Evacuation required or has occurred? <input type="checkbox"/> What are the impacts on staff and student services? <input type="checkbox"/> Must any action be taken immediately? <input type="checkbox"/> Can any precautionary measures be taken?			
1.2	<b>Establish Critical Incident Management Team (CIMT)</b> <input type="checkbox"/> Determine makeup of the incident management team <ul style="list-style-type: none"> <li><input type="checkbox"/> Faculty representation</li> <li><input type="checkbox"/> Support areas / service providers (as defined on the Service Provider Incident Response Summary card)</li> </ul> <input type="checkbox"/> Confirm conference line number to be used <input type="checkbox"/> Contact team <input type="checkbox"/> Update Incident Contact List <input type="checkbox"/> Use contact list to contact team. <input type="checkbox"/> Advise team: <ul style="list-style-type: none"> <li><input type="checkbox"/> Initial details about the incident</li> </ul>			

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	<ul style="list-style-type: none"> <li><input type="checkbox"/> The checkpoint meeting time</li> <li><input type="checkbox"/> Conference line number.</li> <li><input type="checkbox"/> Request team:                             <ul style="list-style-type: none"> <li><input type="checkbox"/> Invoke relevant plans</li> <li><input type="checkbox"/> Confirm / provide after hours contact names and numbers, to enable 24 hour coverage</li> <li><input type="checkbox"/> Ensure they have contact details for critical staff and external providers who need to be in the contact loop</li> </ul> </li> <li><input type="checkbox"/> Determine ongoing support and organise roster to provide round the clock support should it be needed</li> </ul>			
1.3	<b>Commence Log</b> <input type="checkbox"/> Commence Incident Log	All		
1.4	<b>Invoke Incident Action Plans</b> <input type="checkbox"/> Contact team members. <input type="checkbox"/> If applicable, despatch technical team(s) to affected site(s). <input type="checkbox"/> Support business units' BCP's <input type="checkbox"/> Place suppliers on notice (e.g. security providers, transport services to move people, equipment and salvage, source affected equipment) <input type="checkbox"/> Request suppliers: <ul style="list-style-type: none"> <li><input type="checkbox"/> Maintain contact via regular checkpoints</li> <li><input type="checkbox"/> Advise us immediately when services become available or if position worsens</li> <li><input type="checkbox"/> Have own local coordination teams give us priority and contacts for their team(s).</li> </ul>	Service Provider Team leaders		
1.5	<b>Appoint Incident Site Manager(s)</b> for each site affected <input type="checkbox"/> Establish building manager's and building owner's contacts, if site is leased <input type="checkbox"/> Appoint Incident Site Manager(s) for each site to manage site and provide onsite logistical support for site restoration <input type="checkbox"/> Establish salvage team, if required			
1.6	<b>Appoint technical project manager</b>			

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	<ul style="list-style-type: none"> <li><input type="checkbox"/> Provide project management and coordination of the technology implementation at the incident site(s).</li> <li><input type="checkbox"/> Assess immediate business requirements to get affected business units operational</li> <li><input type="checkbox"/> Identify resources required for and then manage the design and implementation of a solution.</li> <li><input type="checkbox"/> Co-ordinate implementation resources.</li> </ul>			
1.7	<p><b>Appoint HR prime liaison</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Appoint a HR prime liaison to represent HR on the Incident Management team.</li> <li><input type="checkbox"/> Determine if onsite external OH&amp;S or Workcover liaison is required.</li> </ul>			
1.8	<p><b>Appoint media prime liaisons</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Appoint media prime liaison between University teams and Media Relations</li> <li><input type="checkbox"/> Appoint media spokesperson, who may be required to:                             <ul style="list-style-type: none"> <li><input type="checkbox"/> Provide liaison at the incident site</li> <li><input type="checkbox"/> Manage news conferences / media interviews.</li> </ul> </li> </ul>			
1.9	<p><b>Assess staff, contractors, suppliers and customer safety/well being</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Account for all people and determine whereabouts of missing staff or visitors.</li> <li><input type="checkbox"/> If evacuation of the site(s) was required, it was performed as per the Emergency Evacuation Procedures for the site(s). Liaise with authorities and Chief Warden to confirm building evacuation.</li> <li><input type="checkbox"/> Identify number and extent of any casualties</li> <li><input type="checkbox"/> Arrange care for injuries and fatalities and determine any need to notify families</li> <li><input type="checkbox"/> For regional incidents record details of:                             <ul style="list-style-type: none"> <li><input type="checkbox"/> All staff, whether impacted or not,</li> <li><input type="checkbox"/> Current location (include names, addresses and contact</li> </ul> </li> </ul>	BC Team Leaders, Incident Site Manager(s)		

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	numbers) <input type="checkbox"/> Any personal impacts e.g. damage to homes. <input type="checkbox"/> Is alternate accommodation required – caravans, rental accommodation, billeting? <input type="checkbox"/> Do we need to hire furniture, white goods and other electrical appliances? <input type="checkbox"/> Can homes ‘for sale’ be used as temporary rental accommodation? <input type="checkbox"/> Do high temperatures apply? Do we need to send bottled water / other refreshments to the staff or relax dress codes? <input type="checkbox"/> Is temporary accommodation required for contractors?			
1.1 0	<b>Assess region / neighborhood impacts</b> <input type="checkbox"/> Establish contact with authorities, emergency services, police, utilities and request details on: <input type="checkbox"/> what services are expected to be available, <input type="checkbox"/> if applies, when state of emergency will be lifted, <input type="checkbox"/> re-entry time for the town(s) and/or site(s) and the state of roads and other access to the site(s)? <input type="checkbox"/> Are there any ongoing dangers such as electricity, disease, OH&S etc?	Recovery Director, Incident Site Manager(s)		
1.1 1	<b>Assess site impacts</b> – perform initial damage assessment at site, when safe to do so, determine outage, consider: <input type="checkbox"/> Does there appear to be structural damage to building(s), walls, floor, counters, workstations etc <input type="checkbox"/> Are carpets and furnishings damaged? <input type="checkbox"/> Are power and water available and satisfactory? <input type="checkbox"/> Is a power surge protector(s) required? <input type="checkbox"/> Does electrical wiring need to be checked? <input type="checkbox"/> Do we need to hire a generator for power? If generator is required arrange fuel stocks and ensure continuing supply. <input type="checkbox"/> Is air conditioning available, satisfactory, and sufficient to cool equipment? Will a lack of cooling affect our equipment? <input type="checkbox"/> Is supplementary air conditioning required?	Incident Site Manager		FM provider &/or appropriate contractor/consultant to do assessment for corporate sites. For regional channels incidents, branch staff would normally undertake this, when it is safe to enter the building.

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	<input type="checkbox"/> Are air conditioning ducts clean? <input type="checkbox"/> Should compressor be bypassed to provide air conditioning? <input type="checkbox"/> Should air conditioning remain on 24hrs to assist dehumidification?			
1.1 2	<b>Assess security position premises</b> <input type="checkbox"/> Is the building secure? Does it need to be boarded up, guard put in place, etc? <input type="checkbox"/> Check for warping of doors in regards to security requirements? <input type="checkbox"/> Are special security arrangements required e.g. Generators, police surveillance until mains power is restored etc.? <input type="checkbox"/> Does swipe card access need maintenance? <input type="checkbox"/> Liaise with Security Operations to arrange adequate security.			
1.1 3	<b>Assess technology impacts</b> – assess affected environment <input type="checkbox"/> What's affected? Outage? Is active equipment and power affected? <input type="checkbox"/> Is the network functioning at all, or in degraded service? Cables Cut – Lan Cabling, Telco cabling ie Telstra / Optus, Telco Failure {exchange failure/hardware faults}- Contact Telstra/Optus <input type="checkbox"/> PABX and/or voice services working - are telephones functioning, what types are used, any handsets need replacing / repairing? <input type="checkbox"/> Communication / server rooms, cabling, PC/LAN devices, branch server affected/destroyed/damaged?			May only be able to answer this after access to site is obtained and basic services are restored.
1.1 4	<b>Invoke BCPs</b> <input type="checkbox"/> Notify team members of the incident and fallback sites (as defined in BCPs) either from incident site (if essential services or technology services are degraded but site is still operable), at assembly area (if evacuation occurred) or from home etc (if outside business hours) <input type="checkbox"/> Arrange fallback site access for staff and contractors <input type="checkbox"/> Arrange redirection of staff (at assembly area, home, in transit to work etc) or put them on standby <input type="checkbox"/>	BC Team Leaders		
1.1 5	<b>Hold checkpoint meetings</b> <input type="checkbox"/> Hold meeting (use Incident Checkpoint Agenda). During meeting	Recovery Director		Meetings will be held at regular intervals and as required.

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	determine: <ul style="list-style-type: none"> <li><input type="checkbox"/> Next meeting time. Also consider if meetings and/or voicemail messages are required on non-business days.</li> <li><input type="checkbox"/> Short term solutions to get Business operational</li> <li><input type="checkbox"/> Update and issue Incident Action List and if required, any changes to Incident Contact List</li> </ul>			
1.1 6	<b>Prepare situation management team rosters</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Prepare initial roster to provide 24 hr coverage</li> </ul>	Recovery Director		
1.1 7	<b>Activate control centre</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Determine Incident and Voice Mailboxes to be used. Contact owners to obtain access and instructions on use.</li> <li><input type="checkbox"/> Set up Voicemail group &amp; E-mail distribution lists</li> </ul>	Secretariat		
1.1 8	<b>Prepare and issue Voicemails</b> (at least daily updates and after checkpoint meetings) <ul style="list-style-type: none"> <li><input type="checkbox"/> Draft Incident Voicemail (use Incident Communication form) and Listen Only message</li> <li><input type="checkbox"/> Issue Incident voicemail using group list(s) and if required update Listen Only Voicemail</li> <li><input type="checkbox"/> Determine if voicemail messages are required on non-work days.</li> <li><input type="checkbox"/> Prepare and issue Staff updates and communiqués</li> </ul>	Recovery Director		Messages will issue at a minimum after the checkpoint meetings and as required.
1.1 9	<b>Record expenditures</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Is a separate cost centre being established?</li> <li><input type="checkbox"/> Maintain expense control register – including overtime, internal and external costs and equipment replacements</li> </ul>	All		
1.2 0	<input type="checkbox"/>			
1.2 1	<input type="checkbox"/>			
1.2 2	<input type="checkbox"/>			
<b>#2 Precautionary measures</b>				
2.1	<b>Take precautionary measures - consider:</b>			

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	Power down servers and other technology, Alternate transport arrangements (if strike or other disruption is likely)			
<b>#3 Staff and contractor support</b>				
3.1	<b>Ensure staff and contractor welfare</b> <input type="checkbox"/> Arrange counselling, if required through HR for casualties and/or their immediate families. Advise staff of Employee Assistance Services, contact Number 1300 361 008 Check with Health agencies to determine any requirements and / or inoculations which may be required Ensure staff are aware of dangers such as electricity, disease, OH&S etc.	BC Team Leaders		
3.2	<b>Provide HR support and advice</b> HR to provide direct HR support to business units and arrange labour supply	HR		
3.3	<b>Arrange accommodation, if required</b> <input type="checkbox"/> Arrange accommodation for staff and contractors			
3.4	<b>Undertake negotiations, if required</b> Carry out negotiations/discussions with Work Cover	Specialist OH & Systems		
3.5				
<b>#4 Communications</b>				
4.1	<b>Draft and issue media release:</b> <input type="checkbox"/> Liaise with affected business units, Corporate Communications, HR Prime liaison(HR issues), Legal (potential legal issue) and other units, as required, to prepare draft media releases. <input type="checkbox"/> Obtain signoff of media releases from the Recovery Director, <input type="checkbox"/> Issue draft release and post it to the Intranet <input type="checkbox"/> Contact radio, television and paper journalists	Prime liaison, Head of Media Relations, Media spokesperson		
4.2	<b>Communicate to staff and executives</b>	Recovery Director		

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	<input type="checkbox"/> Prepare and issue Staff updates and communiqués <input type="checkbox"/> Arrange Executive meeting and download information, status, action taken, what is required, etc.			
4.3	<b>Ongoing media liaison</b> Ongoing liaison with business units and media. Media releases issued as required. Information, status, action taken, what is required, etc.	Prime liaison and Media spokesperson		
4.4				
4.5				
<b>#5 Incident site(s) management and site restore</b>				
5.1	<b>Secure site(s)</b> – ensure each site is secured and staff/assets are protected. <input type="checkbox"/> Arrange protection (e.g. 7x24 security guards, police surveillance, generators) if required <input type="checkbox"/> Manage access of tradesmen, salvage team, authorities etc. Work must be performed under security presence.	Incident Site Manager, Security		
5.2	<b>Undertake comprehensive site damage assessment</b> <input type="checkbox"/> Arrange Insurance Assessor <input type="checkbox"/> Coordinate comprehensive damage assessment – FM provider &/or appropriate contractor/consultant to do assessment of premises and technology which has been destroyed, needs to be repaired or replaced? <input type="checkbox"/> Take comprehensive photo record - prior to any work being carried out			
5.3	<b>Determine salvaged/ restoration requirements</b> <input type="checkbox"/> Liaise with BC Team Leaders and Service Provider Team leaders to determine important documentation/equipment <input type="checkbox"/> Liaise with Incident Site Manager to determine documents/equipment requiring restoration.	Recovery Director		
5.4	<b>Identify document/equipment restoration options</b> <input type="checkbox"/> Contact restoration company to identify options and obtain written instructions for packing, address for despatch and contact numbers.			
5.5	<b>Develop plan to arrange permanent replacement site</b> – if the incident site(s) cannot be restored:			

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	Set up project to attempt to arrange replacement.			
5.6	<b>Develop plan to reopen site(s)</b> - if the incident site(s) can be restored: <input type="checkbox"/> Prepare plan for basic cleaning and restore of essential services in a safe and controlled manner <input type="checkbox"/> Prepare plan for install of vital equipment (cabling, communications, IT, furniture). <input type="checkbox"/> Prepare plan for full refurbishment of affected areas –liaise and agree plans with other service providers, business units, contractors and consultants.			
5.7	<b>Arrange salvage</b> <input type="checkbox"/> Prepare salvage plan – liaise with BC Team Leaders to determine preferred restoration option and to contact customers if documents held in safe custody have been damaged or destroyed <input type="checkbox"/> Supply salvage lists and packing instructions to salvage team.	Recovery Director		
5.8	<b>Arrange replacement of equipment (IT and office)</b> <input type="checkbox"/> Create list of equipment to be replaced <input type="checkbox"/> Are sufficient stocks available locally? <input type="checkbox"/> When can replacement equipment be installed?	Service Provider Team leaders		
5.9	<b>Restore basic services</b> <input type="checkbox"/> Arrange contractors to be onsite, as soon as, access is allowed / possible. <input type="checkbox"/> Contractors to ensure all essential services are made safe while repairs are being effected e.g. electricians to complete check of main board and isolate to make safe and conduct initial check of building ready for issuance of compliance certificate.			
5.1 0	<b>Cleanup and repair affected areas</b> <input type="checkbox"/> Clean and dry carpets, replace broken windows, site clean up, painting. Consider possible use of water tanker for cleanup. <input type="checkbox"/> Liaise with IT, Voice Communications, Strategic Sourcing, business units, contractors and consultants			
5.1 1	<b>Salvage</b> <input type="checkbox"/> Arrange access and commence salvage. Ensure packing for transportation is undertaken correctly to reduce further damage, using restoration company supplied packing instructions.	Salvage Team		

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5.1				
2				
<b>#6 Fallback and/or restore technology</b>				
6.1				
6.2	<b>Identify fallback requirements for all sites:</b> <input type="checkbox"/> Premises – number of staff to be accommodated, workstations and all electrical devices, security arrangements, parking, vehicle movements, hours of operation, emergency power and air conditioning. <input type="checkbox"/> IT and Office equipment and stationery – hardware, software, cabling, furniture, stationery, phone handsets etc, as defined in BCPs <input type="checkbox"/> Voice communications <input type="checkbox"/> Do phones need to be diverted? Which ones and to which numbers? <input type="checkbox"/> Mail – to where mail should be redirected	BC Team Leaders		
6.3	<b>Attempt to arrange alternate/replacement accommodation</b> for impacted business units where outage exceeds 5 days (subject to discussions with Incident Management team) <input type="checkbox"/> Confirm permanent relocation requirements <input type="checkbox"/> Identify business unit needs <input type="checkbox"/> Identify new permanent site <input type="checkbox"/> Identify/document costs / obtain approval <input type="checkbox"/> Arrange fitout <input type="checkbox"/> Relocate business unit to new site			
6.4	<b>Obtain replacement/new stationery, office and IT equipment</b> <input type="checkbox"/> Secure and order replacement/new stationery, office and IT equipment for incident site(s) and/or fallback site(s) <input type="checkbox"/> Confirm equipment delivery dates to BC Team Leaders <input type="checkbox"/> If staging sites are being used confirm receipt and checking of replacement equipment at those site(s)			
6.5	<b>Receive equipment at site(s)</b>	Recovery teams		

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	<input type="checkbox"/> Confirm receipt and checking of replacement/new equipment at incident site(s) and/or fallback site(s). <input type="checkbox"/> Confirm requirements met. Any further equipment required?			
6.6	<b>Restore PC/LAN services</b> <input type="checkbox"/> Check computer wiring and install equipment <input type="checkbox"/> Recover business data from back up tapes. <input type="checkbox"/> Provide assistance to the business in loading business applications.			
6.7	<b>Restore Voice Communication Services</b> <input type="checkbox"/> Arrange diversion of phones and check once operational. <input type="checkbox"/> Maintain contact with Telstra if phones are not available <input type="checkbox"/> Utilise mobile phones if appropriate <input type="checkbox"/>			
6.8	<b>Install equipment</b> <input type="checkbox"/> Organise install of replacement equipment and active monitoring of equipment currently working and other once installed <input type="checkbox"/> Staff to obtain clearance from Electrician prior to using appliances	Service Provider Team leaders		
6.9	<b>Redirect mail (internal and external) and couriers</b> <input type="checkbox"/> Redirect internal mail and couriers, if required <input type="checkbox"/> Prepare plan if couriers are not available.	Group Procurement		
6.1 0	<input type="checkbox"/>			
6.1 1				
6.1 2	<b>Invoke workaround or perform functions at fallback sites</b> <input type="checkbox"/> Determine workarounds procedures for documents that are not available and apply them	BC Team leaders		
6.1 3	<b>Monitor customer services and media coverage</b> <input type="checkbox"/> Media coverage via media monitors re response twice daily for reporting at checkpoints			
6.1 4				

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6.1				
5				
<b>#7 Return to Normal</b>				
7.1	<b>Advise return to normal operation</b> Contact team as per Incident Contact List and advise reinstatement of normal mailing, when site(s) can be reoccupied	Recovery Director		
7.2	<b>Remove phone redirections</b> Release diversions.	Voice Comms. Services		