

## Incident Response Guide

Do you have an incident response plan? If your answer is yes, great! When was it updated? Have you recently simulated an incident and implemented the plan? Maybe you've had new employees join your team, a management change or perhaps your equipment has been updated? Your plan might be too generic, too complicated, or untested. A neighborhood evolves dramatically over even a short period of time, as do crime trends, and your incident response plan needs to be regularly reviewed and rehearsed.

### Review this short, actionable incident response guide:

**Define an incident:** The cavalry doesn't need to be called out for a lost dog or even a car break-in. By deconstructing possible situations, the true dangers that need a more robust response will emerge. Multiple and violent property crimes, major weather events, fires, or other serious medical situations that warrant an incident response should be defined and possibly broken out into threat levels.

**Mobilize:** Clearly define and outline the roles and responsibilities for each team member. Collect all contact information and of course, phone numbers and contact information for local law enforcement.

**Detect:** No community is 100% secure. But you've taken precautions and have software and other systems designed to alert you to an incident. When it does occur, alert staff and other critical staff.

**Communicate:** Utilize tools to communicate to all the players if/when an event in your community does occur. Decide what information needs to be shared with residents or other outsiders, like law enforcement or even local leaders, if an incident is an indication of a larger problem.

**Determine:** Where are your guards or other security personnel? Are they safe? What's the status of gates and other critical community access points? Leverage the collaborative communication tools to patrol and react to the threat.

**Investigate:** Review data associated with the event. Determine if there are patterns with gate openings, doors being accessed, frequent and/or unexplained visitors to certain homes, guests who were turned away. Were there changes in maintenance or other crews who regularly enter and exit the community?

#### Use forensic data to determine KPI's:

- How long did it take to detect an incident?
- How long did triage take?
- How was the incident reported or recorded?
- What needs to be changed or addressed?

**Test again!** Even if your response went off without a hitch, it's good to test the entire scenario again. Timing and coordination can be difficult to arrange but, like getting a second opinion after a major medical diagnosis, repeat testing may introduce new risks or issues associated with the response. Your team will feel more prepared, too, for the real thing.

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