DigiCert Incident Management Overview

Phases	Roles & Responsibilities
Incident/Bug Identification	Head of Product / Head of Compliance notified Incident Commander (IC) identified.
Incident Logging	Incident Manager (IM) kicks off Incident Response Process Dual control with IC to monitor bug updates.
Initial Investigation & Diagnosis	IM engages Incident Response Team (IRT). IRT responsibilities: • Investigation: Investigates the root cause • Intelligence: Collects and analyzes data and disseminates to support decision making • Planning: Develops strategies and plans for resolution based on intelligence • Operations: Tasking and applying resources to achieve resolution Activities tracked via ticketing system. IM ensures all incident requests are responded to within 72 hours of being posted.
Assignment or Escalation	
Resolution	
Closure	IC closes out public incident/bug IM closes out internal IRP activities

Ongoing Communication & Monitoring

IM facilitates weekly open bug review

IC posts weekly Bugzilla updates

Meetings currently held on Thur. Bugs reviewed each Thur as a team.