From DR to BCP

ICANN62 - Panamá
Technical roots

Technical measures

• Redundancy
• Dark site
• Yearly exercise

But there are other risks…
Generic crisis response playbook

- When to escalate from incident to crisis?
  - Crisis management team
  - Roles and responsibilities
- Where to meet?
- Communication
  - Internal
    - Phone/Messaging/Video
    - Do you have all contacts offline?
  - External
    - Customers
    - Board
    - Media
    - Regulator
    - Do you have passwords for all channels offline?
- Logging
- Deescalation
  - Reduced capacity
  - Normal operations