



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



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