



# AI Incident Response & Escalation

*Incident handling for AI-related events*

Format	Duration	Audience	Deployment	LMS/SSO	PO
On-Demand	Scoped runtime	Security, legal, risk	Enterprise licensing	Optional	Supported

## Executive Overview

AI Incident Response & Escalation is an on-demand enterprise program that defines how AI-related events are escalated, contained, documented, and resolved. It gives teams a clear structure for triage, communications, evidence capture, and post-incident review so AI failures or misuse can be handled in a consistent and reviewable way.

## Program Outcome

Respond to AI incidents with defined escalation, containment, documentation, and corrective action steps.

## Why This Matters

Organizations need a defined path for responding when AI outputs, misuse, failures, or data handling issues create risk. A clear response model improves containment, accountability, and evidence capture.

## Enterprise Risk Exposure Addressed

- No defined path to escalate AI failures or misuse
- Delayed containment of data or security incidents
- Insufficient evidence capture for investigation
- Repeat incidents from missing corrective actions

## What the Organization Receives

- **AI Incident Playbook:** Containment, communications, and remediation steps.
- **Escalation Matrix:** Who to notify and when across Security, Legal, Risk, and Ops.
- **Evidence Checklist:** What to capture for review, investigation support, and auditability.
- **Post-Incident Review Template:** Root cause, corrective actions, and control updates.
- **Triage Guide:** Incident taxonomy and triage guidance for consistent classification.