





### Three levels of decision-making:

- Operations: immediate activities required to identify incidents and safeguard assets
- Management: informed decisions to prioritize activity and allocate additional resources to incident response
- Policy: deliberate planning for the establishment of new initiatives, provenance of programs and evolution of organizational practice

### Two modes of communication:

- Peer-to-peer/Lateral: operator-to-operator, analyst-to analyst, manager-to-manager and policymaker-to-policymaker collaboration and relay
- Hierarchical/Vertical: escalation of incident information and dissemination of directives or plans and the flow of questions and answers between different levels of authority