

M14 · Incident & Surprise Response

v1.3 (DRAFT)

Risk-Spine safety-net – classify incident vs surprise, then run Detect → Contain → Diagnose → Remediate → Learn

POV *Surprise is a category, not a bug. Name the Surprise Owner before you need one — if no one owns the surprise, everyone owns the crisis.*

FRAME

DESCRIPTION

The reactive counterpart to Module 11: catches the failure a control missed or never had, bounds the blast, names who owns the call, then governs the lesson back in.

WHEN TO RUN · ENTRY

Once controls (M11), governance (M12) and evidence (M13) exist. Run before go-live; rehearse as a tabletop — a surprise is the worst time to design the response.

INPUTS

M11 controls + M13 evidence · M12 heartbeat thresholds · the on-call rota · existing IR runbooks · any recent near-miss.

WORK

TOPICS COVERED

Incident vs surprise · the five-stage loop · four containment rings · seven diagnosis layers · four seats incl. the Surprise Owner · five surprise shapes.

FORMAT & DURATION

Half-day tabletop (scales to a 90-min overview).
Overview, Teach the loop, Co-design 3 canvases, Outcomes.

VALUE

OUTPUTS

Completed Response Card, Surprise Register & Readiness Roster canvases · T14 graded to severity · O14 capture: Surprise Owner, decisions, actions.

OUTCOMES

A surprise-ready capability · a named Surprise Owner on every rota · rings the team can execute · every surprise becomes a playbook entry.

EXIT CRITERIA

Surprise Owner named on every rota · the four seats filled · containment rings rehearsed · a tabletop run.

IN THE ROOM

Incident leads · governance · ops

SME SPECIALITY

Incident response · resilience

SO WHAT (3-AUDIENCE)

Enterprise Architect · Transformation Leader
· Microsoft Partner

LANDS WITH

SecOps / on-call

CONNECTED IN THE LIBRARY

DEPENDENCIES

Reactive counterpart to M11 · feeds M12 · closes M13 · surprises re-enter M15 · Anchored on EU AI Act Art.73 · Framework F06 / F01

COMPANION ASSETS

L14 Pack · O14 Outcomes + Discovery · P14 Playbook · T14 Register · M14-R Reference · 3 Co-Design canvases

STANDARDS ANCHORED

NIST AI RMF · ISO/IEC 42001 · EU AI Act · Microsoft Responsible AI