

Emergency IT Handbook — Template

(v1.1)

Last updated: 2026-01-06 | Owner: <Role/Name>

This version adds comprehensive contact information templates and roster structures.
Replace placeholders with real data, then publish to your collaboration hub.

Appendix B: Contact Information Templates

B1. Internal On-Call Roster (Template)

Use this table for weekly scheduling. Keep one quarter visible to all responders.

Name	Role	Function	Coverage (Weekdays/Weekends/ After-hours)	Primary Channel (Teams/Phone)	Backup	Notes
<Name>	<Incident Commander / InfoSec / IT Ops / Comms / Legal>	<Dept/Team>	Weekdays 08:00–18:00; Weekends On-Call; After-hours On-Call	Teams: <Channel>; Phone: <+1-XXX-XXX-XXXX>	<Backup Name >	<Pager group / bridge link / escalation notes>
<Name>	<Incident Commander / InfoSec / IT Ops / Comms / Legal>	<Dept/Team>	Weekdays 08:00–18:00; Weekends On-Call; After-hours On-Call	Teams: <Channel>; Phone: <+1-XXX-XXX-XXXX>	<Backup Name >	<Pager group / bridge link / escalation notes>
<Name>	<Incident Commander /	<Dept/Team>	Weekdays 08:00–18:00; Weekends On-Call; After-hours On-Call	Teams: <Channel>; Phone: <+1-XXX-XXX-	<Backup Name >	<Pager group /