

TUESDAY'S LIVE TOP TIP



OUR WEEKLY DOSE OF SMART BUSINESS AND FINANCE TOP TIPS



Record Lessons Learned after Incidents

Why?

Don't Waste the Experience

- Review what worked and what did not.
- Identify changes needed to controls or procedures.

Prevent Recurrence

- Give improvement actions owners and deadlines.
- Share relevant learning across the organisation.

Benefit

Whether the incident involves a data breach, cyber attack, fraud attempt, health and safety event or significant operational disruption, returning immediately to business as usual can mean valuable learning is lost.

A short lessons-learned review helps identify why the incident occurred, whether existing controls worked and what could be improved. Recording and tracking resulting actions turns the experience into practical improvement and can reduce the likelihood or impact of a similar incident in the future.

Useful Resources

- NCSC – Incident Management
- DfE – Emergency Planning and Response