



CDS348 Incident Management (3 credit hours) Course Syllabus

Course Description

This course will train students in methods used to work through and recover from a contingency, be it the result of network failure, natural disaster, or cyber-attack. The course will provide the basic elements of contingency planning and how to develop them. The focus will be given on various steps of the incident response and disaster recovery process. Business continuity planning and crisis management concepts will also be introduced.

Course Learning Outcomes

By the end of this course, you will be able to:

1. Define four components of contingency planning process
2. Develop subordinate contingency plans for incident response, disaster recovery and business for a given situation
3. Identify the issues on forming an incident response team
4. Summarize crisis management principles and human factor issues

Required Textbook(s) and Resources

Whitman, M., E., Mattord, H., J. (2022). *Principles of Incident Response and Disaster Recovery* (3rd Edition). Cengage

Be sure to also review the weekly **Explore** sections for additional library or web resources. For access to databases, research help, and writing tips, visit the [Tiffin University Library](#).

Time Commitment

Effective time management is possibly the single most critical element to your academic success. To do well in this online class you should plan your time wisely to maximize your learning through the completion of readings, discussions, and assignments. Because of our

accelerated, seven-week term, TU online courses are designed with the expectation that you dedicate a little over **six (6)** hours per credit hour to course activities and preparation **each week**. For example, for successful completion of a three-credit, seven-week online course you should reserve roughly **twenty (20) hours per week**.

To help plan your time and keep on track toward successful course completion, note the distinctive rhythm of assignment due dates:

1. All times assume Eastern Time (GMT-4).
2. Weeks begin at 12:00 a.m. ET on Monday and end at 11:55 p.m. ET on Sunday.
3. Unless otherwise noted, initial assignments or discussion posts are due by **11:55 p.m. ET on Wednesdays**.
4. Additional assignments or follow-up discussion posts are due by **11:55 p.m. ET on Saturdays, and**
5. Major assignments and reflections are typically due by **11:55 p.m. ET on Sundays**.

Learning Activities

Learning activities in this course will include one discussion forum per week in which you will engage in discussion of the key themes in the readings. In addition, weekly assignments will require you to analyze current issues in incident management as you develop an incidence response plan as your final assignment. Each week there will also be a short vocabulary quiz on key terms learned during the week.

Grading

The chart below identifies the individual contributions from each type of activity, per week.

Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Total
Discussions Activity 1.1 (n/a) Activity 1.2 (35)	Discussion Activity 2.1 (35)	Discussion Activity 3.1 (35)	Discussion Activity 4.1 (35)	Discussion Activity 5.1 (35)	Discussion Activity 6.1 (35)	Discussion Activity 7.1 (35)	245
Assignment Activity 1.3	Assignment Activity 2.2	Assignment Activity 3.2	Assignment Activity 4.2	Assignment Activity 5.2	Assignment Activity 6.2	Assignment Final	685

(90)	(90)	(90)	(90)	(90)	(90)	Activity 7.2 (145)	
Quiz Activity 1.4 (10)	Quiz Activity 2.3 (10)	Quiz Activity 3.3 (10)	Quiz Activity 4.3 (10)	Quiz Activity 5.3 (10)	Quiz Activity 6.3 (10)	Quiz Activity 7.3 (10)	70
135	135	135	135	135	135	190	1000

Grading Scale

A: 90-100% | B: 80-89% | C: 70-79% | D: 60-69% | F: <60%

Course Schedule and Weekly Checklist

Topic	Learning Activities (Due by 11:55 p.m. ET on day designated)
Start Here	<input type="checkbox"/> MON: Activity 1.1: I want to know... - Initial Post
Week 1: Key Laws and Regulations Contingency Planning Business Impact Analysis	<input type="checkbox"/> WED: Activity 1.1: I want to know... - Secondary Post <input type="checkbox"/> WED: Activity 1.2: Key Laws and Regulations - Initial Post <input type="checkbox"/> SAT: Activity 1.2: Key Laws and Regulations – Secondary Post <input type="checkbox"/> SUN: Activity 1.3: Contingency Planning and Business Impact Analysis (Paper) <input type="checkbox"/> SUN: Activity 1.4: Terminology Review (Quiz)
Week 2: Contingency Needs Safeguarding Information Business Continuity	<input type="checkbox"/> WED: Activity 2.1: Safeguarding Information - Initial Post <input type="checkbox"/> SAT: Activity 2.1: Safeguarding Information - Secondary Post <input type="checkbox"/> SUN: Activity 2.2: Business Continuity and Resumption Strategies (Paper) <input type="checkbox"/> SUN: Activity 2.3: Terminology Review (Quiz)
Week 3: Incident Response Policy Planning Process	<input type="checkbox"/> WED: Activity 3.1: Incident Response Policy - Initial Post <input type="checkbox"/> SAT: Activity 3.1: Incident Response Policy - Secondary Post <input type="checkbox"/> SUN: Activity 3.2: Incident Response Planning <input type="checkbox"/> SUN: Activity 3.3: Terminology Practice

<p>Week 4: CSIRT Training CSIRT Deployment</p>	<ul style="list-style-type: none"> <input type="checkbox"/> WED: Activity 4.1: Gap Analysis and Training - Initial Post <input type="checkbox"/> SAT: Activity 4.1: Gap Analysis and Training - Secondary Post <input type="checkbox"/> SUN: Activity 4.2: Developing the CSIRT (Paper) <input type="checkbox"/> SUN: Activity 4.3: Terminology Review (Quiz)
<p>Week 5: Disaster Classifications DR plan Key Elements Phases of DR plan Development</p>	<ul style="list-style-type: none"> <input type="checkbox"/> WED: Activity 5.1: Disaster Classification - Initial Post <input type="checkbox"/> SAT: Activity 5.1: Disaster Classification - Secondary Post <input type="checkbox"/> SUN: Activity 5.2: Developing a Disaster Recovery Plan (Paper) <input type="checkbox"/> SUN: Activity 5.3: Terminology Review (Quiz)
<p>Week 6: Elements of BC Planning BC Policy Methods of Process Improvement</p>	<ul style="list-style-type: none"> <input type="checkbox"/> WED: Activity 6.1: Business Continuity Policy- Initial Post <input type="checkbox"/> SAT: Activity 6.1: Business Continuity Policy - Secondary Post <input type="checkbox"/> SUN: Activity 2.2: Activity 6.2: Business Continuity Planning (Paper) <input type="checkbox"/> SUN: Activity 6.3: Terminology Review (Quiz)
<p>Week 7: Crisis Management Development Communication</p>	<ul style="list-style-type: none"> <input type="checkbox"/> WED: Activity 7.1: Crisis Management - Initial Post <input type="checkbox"/> THU: Activity 7.2: Incident Management Project (Paper) <input type="checkbox"/> SAT: Activity 7.1: Crisis Management - Secondary Post <input type="checkbox"/> SUN: Activity 7.3: Terminology Review (Quiz)

Tips for Success

Successful online learning requires a good deal of self-discipline and self-direction. As seekers of the truth, we should be willing to challenge and review one another's academic work in a spirit of respectful comradery and constructiveness. Your course is a place for you to stretch and grow as you benefit from the expertise, knowledge, experience and diverse perspectives of your instructor and peers. Constructive feedback will challenge you to stretch your own thinking, thereby expanding your knowledge, understanding and application.

To get the most out of your learning experience, you should actively engage (participate) in **ALL** course activities. Course elements are arranged chronologically. To complete a week, simply work your way "down the page" through all of the course materials and activities.

For More Information:

Be sure to review the [Support, Policies, and Procedures](#) addendum.