

INCIDENT RESPONSE

AI Incident Response Playbook

A worksheet for responding when AI gives harmful advice, exposes data, misroutes work, or fails in production.

WHAT THIS TEMPLATE HELPS YOU DECIDE

Define severity, containment, ownership, communication, fallback, evidence capture, and post-incident improvement for AI-supported operations.

BEST FOR

- Production AI systems
- Customer-facing assistants
- Teams with sensitive data or high-impact decisions

OUTPUTS

- Incident severity levels
- Response owner map
- Post-incident review

STEP 1

Frame the operating need

Start with the workflow, decision, owner, and business pressure. The template is useful only when it is grounded in a real operating moment.

Operating frame

Workflow affected

Name the assistant, agent, automation, or operating loop.

Incident type

Bad advice, data exposure, stale context, unauthorized action, outage, or escalation failure.

Response owner

Name the role accountable for containment and communication.

Readiness check

- Severity levels are defined
- Containment steps can be executed quickly
- Fallback workflow is available
- Evidence can be preserved
- Post-incident changes update the operating system

STEP 2

Map the architecture questions

Use this page to separate the parts of the system that need design before anyone jumps to tools, prompts, or implementation details.

Design map

Detect	Which signal shows the workflow is unsafe, degraded, or unavailable? _____
Contain	What must be paused, blocked, revoked, or routed to humans? _____
Communicate	Who needs to know internally or externally? _____
Recover	What fallback path restores operational continuity? _____
Learn	Which prompt, tool, policy, source, or review gate must change? _____

AI incident response is part of operating architecture. A team should know how to pause, explain, recover, and improve before failure happens.

STEP 3

Turn the answers into a brief

A strong brief makes the next decision easier: proceed, defer, redesign, govern, or assess more deeply before implementation.

Decision brief

Severity	Low, moderate, high, or critical? <hr/>
Owner	Who leads the response and who approves restart? <hr/>
Evidence	Which logs, traces, prompts, sources, and outputs must be preserved? <hr/>
Restart rule	What must be true before the AI workflow resumes? <hr/>

Prepare AI workflows for real operating failure.

IntelliSync helps teams design incident response paths around context, tools, permissions, review, and customer impact.

[Open Architecture Assessment](#)