



Start Here

First 4 Hours Incident Response

Sylvan Assurance, LLC

2026-07-21

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Version 1 · Updated 2026-07-21

For whoever would pick up the phone at 2am and wants to know what the first four hours look like before they happen.

When you have worked through this, you will have: your free readiness result, and a battle-card printed and on the wall.

Your Free tier holds **1 document** (plus the interactive assessment). A “start here, in this order” guide only earns its place once there are several documents to sequence, so at this tier it is a single entry and a pointer onward.

The one guide

1. The First 4 Hours Battle-Card

PDF · 15 min to read, then print it · Whoever would pick up the phone at 2am

Two printable pages (one for an infrastructure incident, one for a vulnerability report against something you ship), each covering the first fifteen minutes, the next hour, what to avoid, and the clocks that may already be running.

Reach for it when: Now, on a calm day, and again as the first page you reach for if something happens.

You finish with: A printed page on the wall, and a working idea of what the first four hours look like.

The interactive assessment

Not a document: a short questionnaire that scores where you stand and points at the gaps.

→ Take the free incident readiness assessment.

When you outgrow the free tier

The Solo toolkit turns the battle-card into a worked first response (the triage runbook, the decision log, and the communication templates) with a Start here catalog to sequence them.

→ See the Solo, Commander and PSIRT CRA-Ready editions.

About This Document

This document is part of the %s, produced by **Sylvan Assurance, LLC**.

It provides **general guidance and recommended practices**, drawn from widely recognised standards and frameworks. It is **not** a professional audit, a certification, or legal advice, and it does not create any advisory or consulting relationship.

Every recommendation in this document is **optional** - a widely accepted way to reduce a common risk. You decide which recommendations to adopt, adapt, or decline. Following this guidance reduces exposure to common problems, but it **does not guarantee any particular outcome**. Responsibility remains with you as the operator of your business.

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Scan for the companion book to this toolkit.
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