

Incident Response Summary

APEX Coach AI

Last Updated: March 2026

Objective

APEX maintains incident response practices to identify, triage, mitigate, and document service-impacting events that affect platform availability, security, or integrity.

Response Lifecycle

APEX incident handling follows a practical lifecycle:

1. Detection and triage
2. Severity classification
3. Containment and mitigation
4. Service restoration
5. Root-cause analysis and follow-up actions
6. Documentation and process improvement

Operational Controls

- Protected application routes and auth-gated access paths
- Role-scoped write access and controlled service-role operations
- Operational logs and event records to support diagnostics
- Internal incident report artifacts and remediation tracking

Communication

For school and district customers, incident communication and notice terms are governed by contract and associated privacy/security documentation.

Continuous Improvement

APEX uses post-incident findings to improve:

- Reliability hardening
- Error handling and observability
- Operational procedures and runbooks

Scope Clarification

APEX is not a medical system and does not provide medical advice, diagnosis, or treatment.