



# Incident handler's journal

## Instructions

As you continue through this course, you may use this template to record your findings after completing an activity or to take notes on what you've learned about a specific tool or concept. You can also use this journal as a way to log the key takeaways about the different cybersecurity tools or concepts you encounter in this course.

<b>Date:</b> October 12, 2024	<b>Entry:</b> 1
Description	Initial report and documentation of the ransomware incident at a small U.S. health care clinic specializing in primary-care services.
Tool(s) used	Not specified in the scenario provided.
The 5 W's	<p>Capture the 5 W's of an incident.</p> <ul style="list-style-type: none"><li>• <b>Who</b> caused the incident? An organized group of unethical hackers known to target healthcare and transportation industries.</li><li>• <b>What</b> happened? Employees were unable to access files due to ransomware encrypting the company's files; business operations were disrupted.</li><li>• <b>When</b> did the incident occur? Tuesday morning at approximately 9:00 a.m.</li><li>• <b>Where</b> did the incident happen? At a small U.S. health care clinic.</li><li>• <b>Why</b> did the incident happen? Attackers gained access through targeted phishing emails containing malicious attachments that installed malware when downloaded.</li></ul>
Additional notes	Consider investigating employee training on phishing awareness and email

	security protocols. Assess current backup systems' effectiveness and explore potential improvements or alternatives for data recovery in such incidents.
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## Need another journal entry template?

If you want to add more journal entries, please copy one of the tables above and paste it into the template to use for future entries.

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Reflections/Notes: Record additional notes.