

If you have an incident

# Objectives

- Understand what external resources should be involved
- Discuss methods of dealing with incidents

# So you have an incident...

- It's inevitable
- We've had it happen
- You are attacked for fun, curiosity, revenge, etc.
- Who do you turn to?

# Internal Support

- Security Department
- Auditors
- Management
- Information Technology department
- Attorneys
- Public Relations

# External Support

- Law Enforcement
- Forensic investigators
- ISACs
- ISP
- Other agencies

# Case Study: Where did we turn?

- In February of 2010 – suffered from a DDoS attack
- Crippled our network
- Law Enforcement
  - Homeland
  - FBI
  - Colorado Incident Response Team
- Technology
  - ISP
  - TeamCymru
  - REN-ISAC
- Internal
  - Attorney's
  - Human Resources
  - Institutional Research