# Reusable Component Library System Security Plan

# NIST SP 800-53 Revision 4

## IR: Incident Response

### IR-1: Incident Response Policy And Procedures

The organization:  
 a. Develops, documents, and disseminates to [Assignment: organization-defined  
personnel or roles]:  
 1. An incident response policy that addresses purpose, scope, roles, responsibilities,  
management commitment, coordination among organizational entities, and compliance; and  
 2. Procedures to facilitate the implementation of the incident response policy  
and associated incident response controls; and  
 b. Reviews and updates the current:  
 1. Incident response policy [Assignment: organization-defined frequency];  
and  
 2. Incident response procedures [Assignment: organization-defined frequency].

**Status:** Complete

**Summary:** Fully inherited from AWS (FedRAMP).

##### CivicActions

CivicActions has developed, documented and disseminated to personnel an incident response planning policy that addresses purpose, scope, roles, responsibilities, management commitment, coordination among organizational entities, and compliance; and procedures to facilitate the implementation of the policy and associated controls. This information is maintained in Incident Response (IR) Policy and Procedure that can be found in the CivicActions Compliance Docs GitHub repository at <https://github.com/CivicActions/compliance-docs>.

### IR-2: Incident Response Training

The organization provides incident response training to information system users consistent with assigned roles and responsibilities:  
 a. Within [Assignment: organization-defined time period] of assuming an incident  
response role or responsibility;  
 b. When required by information system changes; and  
 c. [Assignment: organization-defined frequency] thereafter.

**Status:** Complete

**Summary:** Fully inherited from AWS (FedRAMP).

##### CivicActions

All CivicActions employees are required to participate in incident response training, as required by Incident Response Plan changes, and annually. The CivicActions Incident Response Plan (<https://civicactions-handbook.readthedocs.io/en/latest/09-security/incident-response-plan>) is the basis for the training and the incident response workflow created by the Security Office. Upon a review of past incidents, the training is updated to ensure processes and workflows are updated.

### IR-4: Incident Handling

The organization:  
 a. Implements an incident handling capability for security incidents that includes  
preparation, detection and analysis, containment, eradication, and recovery;  
 b. Coordinates incident handling activities with contingency planning activities;  
and  
 c. Incorporates lessons learned from ongoing incident handling activities into  
incident response procedures, training, and testing, and implements the resulting changes accordingly.

**Status:** Complete

**Summary:** Fully inherited from AWS (FedRAMP).

#### a

##### CivicActions

CivicActions has implemented an Incident Response Plan (<https://civicactions-handbook.readthedocs.io/en/latest/09-security/incident-response-plan>) that explains the process for incident handling and discusses preparation, detection and analysis, containment, eradication, and recovery. Preparation activities include all CivicActions team members who are trained in incident response. Detection and monitoring tools providing notification to incident response personnel for analysis and action.

#### b

##### CivicActions

CivicActions’ Operations staff and Security Office team members are members of the CivicActions Contingency and Incident Response Plan teams which coordinates activities accordingly through the life of the incident event.

#### c

##### CivicActions

The CivicActions Operations staff and Security Office conduct a post-incident analysis to assist in documenting lessons learned and suggesting changes to improve the incident response process. Tickets created in response to the incident event are reviewed upon completion by the Operations staff and Security Office. Changes to the Incident Response Plan (<https://civicactions-handbook.readthedocs.io/en/latest/09-security/incident-response-plan>) require a team review session for approval.

### IR-5: Incident Monitoring

The organization tracks and documents information system security incidents.

**Status:** Complete

**Summary:** Fully inherited from AWS (FedRAMP).

##### CivicActions

CivicActions utilizes the JIRA ticketing tool for tracking and reporting of incident events from reporting to resolution and post- incident analysis. Initial reporting can come from continuous monitoring tools as well as client and public submissions made to support@civicactions.com. Jira processes the tickets for the public submissions and the CivicActions Support Team creates associated GitHub Issues. Internal incidents reported are processed within the GitHub Issue queue. Details of the handling procedures are included in the CivicActions Incident Response Plan (<https://civicactions-handbook.readthedocs.io/en/latest/09-security/incident-response-plan/#response-process>) Response Process.

### IR-6: Incident Reporting

The organization:  
 a. Requires personnel to report suspected security incidents to the organizational  
incident response capability within [Assignment: organization-defined time period]; and  
 b. Reports security incident information to [Assignment: organization-defined  
authorities].

**Status:** Complete

**Summary:** Fully inherited from AWS (FedRAMP).

#### a

##### CivicActions

CivicActions personnel, as soon as an incident event is detected and/or communicated, are required to report the incident event to the CivicActions Security Office. Methods of detection and/or communication may include one or more of:

* Through continuous monitoring tools (StatusCake, OSSEC, others).
* As a result of application notifications where CivicActions Security receives notifications (AIDE, OpsGenie, others).
* Event logging described in AC-2
* Host-based alerts from the cloud infrastructure or platform.

#### b

##### CivicActions

CivicActions personnel, as soon as the incident event is detected and/or communicated, are required to report the incident event to the CivicActions Security Office.

### IR-7: Incident Response Assistance

The organization provides an incident response support resource, integral to the organizational incident response capability that offers advice and assistance to users of the information system for the handling and reporting of security incidents.

**Status:** Complete

##### CivicActions

CivicActions Help Desk team provides first response assistance to any users of the system. Response time for external reporting of incidents through e-mail is one business day. Internal users are able to request support thought the same process or initiate the incident response workflow. Tickets created in the Jira (customer ticketing system) and GitLab (internal ticketing system) documents all details related to the incident to assist the Incident Response Teams in handling the incident.

### IR-8: Incident Response Plan

The organization:  
 a. Develops an incident response plan that:  
 1. Provides the organization with a roadmap for implementing its incident  
response capability;  
 2. Describes the structure and organization of the incident response capability;  
 3. Provides a high-level approach for how the incident response capability  
fits into the overall organization;  
 4. Meets the unique requirements of the organization, which relate to mission,  
size, structure, and functions;  
 5. Defines reportable incidents;  
 6. Provides metrics for measuring the incident response capability within  
the organization;  
 7. Defines the resources and management support needed to effectively maintain  
and mature an incident response capability; and  
 8. Is reviewed and approved by [Assignment: organization-defined personnel  
or roles];  
 b. Distributes copies of the incident response plan to [Assignment: organization-defined  
incident response personnel (identified by name and/or by role) and organizational elements];  
 c. Reviews the incident response plan [Assignment: organization-defined frequency];  
 d. Updates the incident response plan to address system/organizational changes  
or problems encountered during plan implementation, execution, or testing;  
 e. Communicates incident response plan changes to [Assignment: organization-defined  
incident response personnel (identified by name and/or by role) and organizational elements]; and  
 f. Protects the incident response plan from unauthorized disclosure and modification.

**Status:** Complete

**Summary:** Fully inherited from AWS (FedRAMP).

#### a

##### CivicActions

Incident response plays a pivotal role in monitoring, detecting and handling security incidents of the entire information system. CivicActions has developed an Incident Response Plan (<https://civicactions-handbook.readthedocs.io/en/latest/09-security/incident-response-plan>) that:

1. Provides CivicActions with procedures and tools required for incident handling;
2. Describes the structure and organization of the incident response capability;
3. Provides a high-level approach for how the incident response capability fits into CivicActions and the systems it maintains;
4. Meets the mission, size, structure, and functions of CivicActions;
5. Defines reportable incidents;
6. Provides metrics for measuring the incident response capability and details categorization of incidents in accordance with NIST 800-61;
7. Defines the roles and responsibilities of CivicActions IR Team;
8. Is reviewed annually and updated as needed by the CivicActions Security Office, with the assistance of the Incident Response Team.

#### b

##### CivicActions

The CivicActions Incident Response Plan is distributed to all CivicActions team members as part of the CivicActions Handbook (<https://civicactions-handbook.readthedocs.io/en/latest/09-security/incident-response-plan>). The Incident Response Team includes members from the Security Office, Operations staff, and Drupal Engineering teams.

#### c

##### CivicActions

The CivicActions Security Office and the Incident Response team is responsible for reviewing the Incident Response Plan annually. The entire Incident Response Team will review the plan and update it as necessary. Ultimately, the Security Office has the final say and will approve all updates to the plan.

#### d

##### CivicActions

The CivicActions Security Office is responsible for managing the IR Plan, including annual reviews and updates. The IR Plan is updated to reflect any changes to processes, systems or applications. In addition, any concerns or difficulties encountered during IR Plan implementation, execution, or testing are addressed in an update to the IR Plan.

#### e

##### CivicActions

Modifications to the IR Plan are conducted by the IR team the (CivicActions Security Office, Operations staff and Engineering teams) and communicated to the CivicActions team.

#### f

##### CivicActions

The IR Plan is available in the CivicActions Handbook and is maintained in the CivicActions GitHub repository. GitHub provides the configuration management capabilities for the IR Plan to be protected from unauthorized disclosure and modification.