



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.

Date: 18/07/2024	Entry: 1
Description	First journal entry documenting a ransomware attack on a healthcare clinic caused by phishing emails containing malicious attachments
Tool(s) used	Antivirus software, Email filtering tools, Network monitoring tools, Ransomware detection tools, Incident response playbook.
The 5 W's	<p>Capture the 5 W's of an incident.</p> <ul style="list-style-type: none">• Who caused the incident? An organized group of unethical hackers.• What happened? A ransomware attack encrypted critical files, disrupting business operations.• When did the incident occur? Tuesday morning at approximately 9:00 a.m.• Where did the incident happen? A small U.S. health care clinic specializing in primary-care services.• Why did the incident happen? The incident happened due to phishing emails containing malicious attachments that deployed ransomware.

Additional notes	The company shut down its computer systems and contacted several organizations for technical assistance. Key points to consider include enhancing employee training on phishing and improving email security protocols
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Additional notes	Include any additional thoughts, questions, or findings.

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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.

Reflections/Notes: Record additional notes.