Digiknights

Incident Response Plan

Version: 0.2

Updated: 11/12/2021

MS511 Group 2

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Change Log

Date - Version	**Change Summary**	**Author**
11/10/2021 - v0.1	Established document format.	O'Connor, Jake
11/12/2021 - v0.2	Populated introduction section. Populated roles and responsibilities section. Populated incident category section.	O'Connor, Jake

Contents

1 Introduction

1.1 Purpose

The primary purpose of this plan is to limit the impact of an information security incident on Digiknights as well as its employees, customers, and business partners. Achieving this purpose requires quick action and a coordinated approach from all parties involved.

1.2 Scope

The scope of this plan is limited to only security incidents and breaches (as defined below), but covers those that affect all Digiknights properties, employees, contractors, customers, and third parties associated with the company.

1.3 Definitions

Incident

A security incident is any event which violates the information security policies and procedures as defined by Digiknights.

Breach

A breach is any event which results in the unlawful and unauthorized acquisition of information that compromises the security, confidentiality, or integrity of personal data. Depending on the scope of a breach it may be necessary to notify affected individuals, companies, and contractors as well as regulatory authorities and governmental bodies.

Personal Data / Personally Identifiable Information

Personal data is one or more pieces of information which can uniquely identify an individual. The exact definition of this term varies by region and regulation, but examples of personally identifiable information include SSN, driver's license, credit card number and security code, or IP address.

Anonymization

Anonymization is the process by which data is stripped of personal information to the point where it can no longer be considered personally identifiable information.

Pseudonymization

Pseudonymization is the process by which data is mutated such that it no longer contains any personally identifiable information on its own but can be attributed to an individual through a separately contained and secured data source.

2 Roles and Responsibilities

2.1 Team Definitions

Role	Responsibility	Trigger
Incident Response Team	1. Lead investigations into information security incidents. 2. Take actions and activate team members in order to contain and control systems affected by incidents. 3. Maintain detailed history of security incidents and their resolution.	Engaged in all incidents.
IT Team	1. Provide support and expertise to the incident response team. 2. Take actions in order to contain and control systems affected by incidents. 3. Take appropriate steps to preserve information helpful to an incident investigation.	The IT Team is activated when an information security incident involves a system they support.
Communication Team	1. Manage internal incident communications with employees and stakeholders. 2. Manage external incident communications with media, regulators, and outside stakeholders.	The Communication Team is activated when an incident requires large-scale internal or external communication.
Physical Security Team	1. Provide insight and investigation into physical security components of incidents. 2. Provide security and support during incident investigations.	The Physical Security Team is activated when an incident affects the safety of personnel, the security of company property, or requires the preservation of physical evidence.

2.2 Incident Response Team

Role	Name	Contact Number
Team Leader	Alicia McKellips	415-555-8352 x190
Sponsor	Carlton Smith	415-555-7841
Team Member	Robert Wildhorn	415-555-8352 x194
Team Member	Joseph Webber	415-555-8352 x193

3 High Level Process

3.1 Identification

3.2 Analysis

3.3 Containment

3.4 Eradication

3.5 Recovery

4 Detailed Process

4.1 Identification

4.1.1 Detect

4.1.2 Report

4.2 Analysis

4.2.1 Cyber Insurance

4.2.2 Incident Severities

Severity Level & Expected Response Time	Definition	Incident Categories	Response	Communication Requirement
Critical *One Hour*				
High *Four Hours*				
Medium *One Day*				
Low *One Day*				

4.2.3 Incident Categories

Category	Name	Description
CAT 1	Unauthorized Access to Systems	Confirmed unauthorized access to protected systems by either internal or external operators.
CAT 2	Unauthorized Release of Information	Confirmed unauthorized disclosure of Digiknights information, including the Personally Identifiable Information of employees, customers, and contractors.
CAT 3	Network Intrusion	Confirmed external network intrusion attempts such as DoS/DDoS attacks.
CAT 4	Malicious Code	Confirmed installation or attempted installation of foreign and malicious software onto company hardware. Includes the installation of malware, viruses, keyloggers, and any other malicious code.
CAT 5	External Reconnaissance	Confirmed external reconnaissance of Digiknights network vulnerabilities including but not limited to: port scanning, phishing attempts, and ping sweeps.
CAT 6	Password Breach or Privilege Abuse	Confirmed loss/theft/breach of passwords or authentication tokens to Digiknights property. Changes to local privilege settings of company devices outside of the stated change management process.
CAT 7	Information Security Policy Violation	Confirmed violation of any stated company information security policy.
CAT 8	Suspicious System Behavior or Failure	Confirmed unexpected network or system behavior including but not limited to: network degradation, increased bandwidth usage, excessive processor or memory use, and suspicious network requests.
CAT 9	Investigation	Unconfirmed, potentially malicious, incidents and anomalies within the Digiknights network.

4.3 Containment

4.3.1 Forensics

4.4 Eradication

4.5 Recovery

4.5.1 Data Recovery

4.5.2 System Upgrades

4.5.3 Policy/Procedure Modification

4.5.4 Notification