

**<Company Name>**

**Cyber Security Team Blue Team XX**

**Recipient**:

<Recipient Name>

<Orginization> , <Recipient Location>

**Date**: March X, 2025

**Subject:** Response to Request No. 12

Dear <Recipient/Team>,

Thank you for reaching out to our team. We have received the recent request No. 12... description… . Below you will find our report regarding this request made to our team.

Thank you,

Blue Team XX

Executive Summary

Sample: The original task was to complete X for the purpose of Y. After working on the request, our team was able to complete [a subset] [all] [none] of the task. Showcase the customer perspective.

This should be similar to the cover letter but should provide additional details such as business impact and overall progress. You should avoid technical details and information, but you **CAN USE TECHNICAL TERMOLONOLGY IF IT IS GENERAL AND EXPLAINED**. We need to say what we did so we cannot omit all of the *technical* stuff, but we need to keep it high level and general.

**IF YOU MAKE A STATEMENT MAKE SURE IT IS EXPLAINED, IF YOU SAY WE DID XYZ YOU NEED TO EXPLAIN THE IMPACT.**

Assets Affected

| Hostname | IP Address | Additional Notes |
| --- | --- | --- |
|  |  | **REMOVE IF NONE** |

Fulfilled Action Items

<Break down your tasks. What sub steps were taken>

1. Sample: We had installed [X service name] on machine 1
2. Sample: We had made changes to the firewall on machine 2 that would block the FTP port.

This should not be a step-by-step guide of what you did to complete the task. This should be a list of things broadly done to complete the task. Something like “We first SSHed into the machine and opened the PAM configuration files with VIM, and since we saw the password complexity configurations were XYZ we updated them to be ABC…” is WAY too much information and time here; You could leave it at something like “1. Analized current password configuration policies on XYZ machines, 2. Updated…” **INCLUDE SCREENSHOTS HERE BELOW THE COMPLETED ACTION**

Action Plan

1. Sample: We were not able to complete the installation of the 100GB machine onto machine 1 because of storage constraints. The system can only handle 20GB, so doing this overloads the system. If we were allocated additional time, we would have created and mounted an additional logical volume that could handle this 100GB machine so machine 1 could in fact utilize the machine. **INCLUDE SCREENSHOTS HERE BELOW THE ATTEMPTED ACTION**

This is for anything that is **IN PROGRESS or NEEDS TO BE DONE AND IS INCOMPLETE**, if something is incomplete or not started, it goes here, not anywhere else.

Report

This section can be omitted if there is no REPORT requested. *EACH* image must be paired with some kind of explanation and context. They should be ordered.