**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:**  05-05-2025 | **Entry:**  1 | | |
| --- | --- | --- | --- |
| Description | Ransomware incident: Hackers brought down systems and are holding critical data at ransom. | | |
| Tool(s) used | * Ransomware * Phishing kits | | |
| The 5 W's | ● **Who:** An organized group of unethical hackers  **● What:** A ransomware security incident  **● Where:** At a health care company  **● When:** Tuesday 9:00 a.m.   * **Why:** The incident happened because unethical hackers were able to access the company's systems using a phishing attack. After gaining access, the attackers launched their ransomware on the company's systems, encrypting critical files. The attackers' motivation appears to be financial because the ransom note they left demanded a large sum of money in exchange for the decryption key. | | |
| Additional notes | We don’t know who opened the email? Will need to tighten our security controls and provide training on how to detect forged emails. The recommendation is to pay the ransom and retrieve the decryption key. We will then need to let the patients know about the data breach. | | |

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| Tool(s) used | List any cybersecurity tools that were used. | | |
| The 5 W's | Capture the 5 W's of an incident.   * **Who** caused the incident? * **What** happened? * **When** did the incident occur? * **Where** did the incident happen? * **Why** did the incident happen? | | |
| 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. |
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