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Orion Communications Inc.
Incidents Report – Fiscal Year 2024
Prepared by: Orion Communications Inc. Incident Management Team
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I. Executive Summary

During fiscal year 2024, Orion Communications encountered several operational and security incidents that tested our resilience and incident response capabilities. This report outlines the nature, impact, and resolution of each incident, as well as the lessons learned and the measures taken to mitigate future risks. Overall, our proactive response minimized service disruption and reinforced our commitment to maintaining a secure and reliable telecommunications network.

II. Incident Overview

The following incidents were recorded in FY2024:

- **Incident 1: Fiber-Optic Cable Fault in San Francisco Hub**
  Date: May 2024
  Duration: 2 hours
  Impact: Temporary broadband service disruption for residential and enterprise customers in the San Francisco region.
- **Incident 2: Cybersecurity – Ransomware Attack Attempt**
  Date: August 2024
  Duration: 3 hours
  Impact: Targeted a core data center; prevented unauthorized access and data compromise through rapid containment.
- **Incident 3: Satellite Communication System Glitch**
  Date: November 2024
  Duration: 90 minutes
  Impact: Brief disruption of satellite-based maritime and aviation connectivity services.
- **Incident 4: Internal Phishing Attempts**
  Date: Ongoing monitoring throughout 2024
  Impact: Multiple attempted phishing campaigns targeting employees; mitigated through immediate detection and security training initiatives.

III. Detailed Incident Reports

1. Fiber-Optic Cable Fault in San Francisco Hub

- **Incident Description:**
  A fault in a primary fiber-optic cable segment within the San Francisco hub caused signal degradation and loss of connectivity.
- **Response & Resolution:**
  Emergency repair teams were dispatched immediately. Temporary rerouting of traffic through alternative pathways restored service within two hours.
- **Impact Assessment:**
  Affected approximately 15% of the regional broadband user base with minimal impact on enterprise clients due to pre-existing redundancy measures.
- **Lessons Learned:**
  Reinforced the need for increased infrastructure redundancy and regular maintenance schedules.

2. Cybersecurity – Ransomware Attack Attempt

- **Incident Description:**
  An external threat actor attempted to deploy ransomware targeting the core data center's network infrastructure.
- **Response & Resolution:**
  Our cybersecurity team detected unusual network activity early. Pre-emptive isolation of affected segments and activation of advanced threat intelligence protocols contained the threat before any data exfiltration occurred.
- **Impact Assessment:**
  No data loss or operational downtime was recorded beyond a short 3-hour alert window. Customer data remained secure.
- **Lessons Learned:**
  Highlighted the effectiveness of our multi-layered cybersecurity framework and the importance of continuous staff training on emerging threats.

3. Satellite Communication System Glitch

- **Incident Description:**
  A software glitch in the satellite control system briefly disrupted the operation of LEO satellites, affecting maritime connectivity services.
- **Response & Resolution:**
  The satellite operations team identified a firmware inconsistency, executed a system reboot, and deployed a software patch to correct the error.
- **Impact Assessment:**
  Service disruption lasted for approximately 90 minutes, with rapid communication to affected clients minimizing customer concerns.
- **Lessons Learned:**
  Stressed the importance of rigorous testing of software updates and the need for automated monitoring of satellite control systems.

4. Internal Phishing Attempts

- **Incident Description:**
  Multiple phishing campaigns targeting Orion Communications' employees were detected through our internal security monitoring systems.

- **Response & Resolution:**
  Immediate alerts were sent out to employees with guidelines on identifying phishing emails. A company-wide refresher training was conducted, and suspicious communications were blocked by enhanced email filtering systems.
- **Impact Assessment:**
  No employee credentials were compromised, and the prompt response prevented potential escalation.
- **Lessons Learned:**
  Emphasized the value of ongoing cybersecurity awareness programs and continuous updates to our filtering technologies.

IV. Impact Analysis & Mitigation Strategies

- **Operational Impact:**
  Despite brief service disruptions, robust contingency plans and infrastructure redundancies ensured minimal customer inconvenience.
- **Financial Impact:**
  While there were costs associated with emergency response and system patching, the overall financial impact was contained due to rapid incident resolution.
- **Reputational Impact:**
  Transparent communication and prompt resolution reinforced customer trust and demonstrated Orion Communications' commitment to operational excellence.

V. Recommendations & Future Prevention Measures

- **Infrastructure Resilience:**
  Increase redundancy in critical fiber-optic pathways and continue investment in backup systems.
- **Cybersecurity Enhancements:**
  Expand threat detection capabilities, conduct regular simulated attack drills, and update incident response protocols.
- **Software & Satellite Systems:**
  Implement more rigorous pre-deployment testing and continuous monitoring solutions for satellite control systems.
- **Employee Training:**
  Strengthen ongoing cybersecurity training and awareness campaigns to mitigate phishing and social engineering risks.

VI. Conclusion

The incidents experienced in fiscal year 2024 served as valuable learning opportunities, underscoring the importance of rapid response, robust infrastructure, and proactive security

measures. Orion Communications Inc. remains dedicated to refining our systems and processes, ensuring that we not only respond effectively to incidents but also work diligently to prevent them in the future.

This incidents report is fictional and intended for illustrative purposes only.