

# PSIRT Framework

Operational Foundations



# Operational Foundations Purpose and Outcome

- **Purpose**

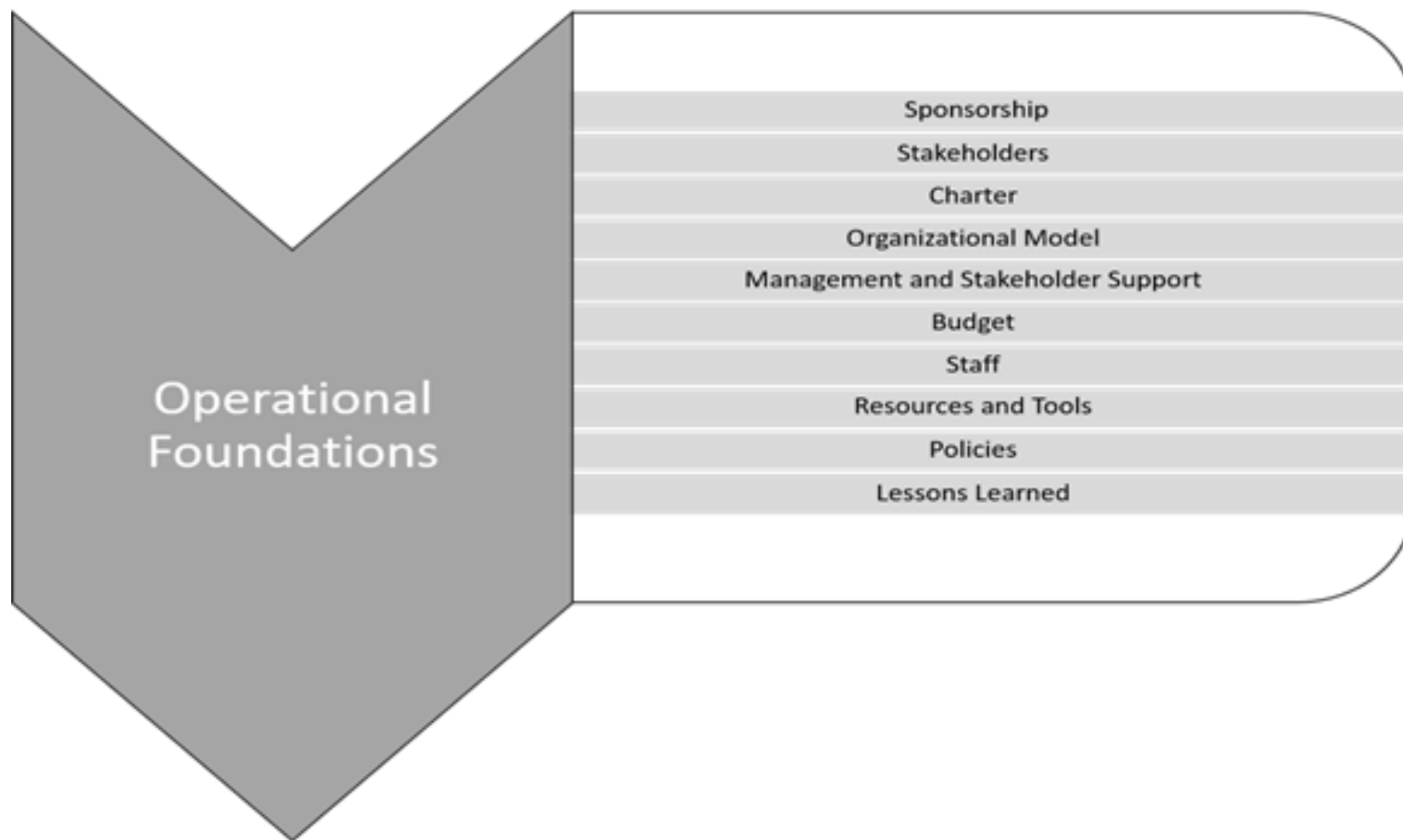
*Enable an organization to plan and implement the foundational components for establishing and operating a PSIRT.*

- **Outcomes**

- *the identification, planning, and implementation of the PSIRT operational foundation components*
  - *to help an organization establish its PSIRT*
  - *to prepare the PSIRT to carry out its mission and sustain the company's ability to provide its products and services to its defined stakeholders*



# Key Concepts



# Executive Sponsorship

- *Inform and obtain the support (buy-in) from the organization's executives (e.g., C-level officers, board of directors) or other decision makers to enable the PSIRT to operate effectively.*
- **Outcome**
  - *on-going funding and support, based on desired business metrics*



# Stakeholders

- *Understand who the PSIRT will serve and with whom the PSIRT will interact.*
- **Outcome**
  - *a clearly defined list of interested parties*

Note: Service Area 1, Stakeholder Management Ecosystem, will cover the ongoing service of managing stakeholders in more detail.



# PSIRT Charter

- *Identify, describe, and document the basic program elements under which the PSIRT will operate.*
- **Outcome**
  - *a document that describes why the PSIRT was created/funded and desired outcomes from the PSIRT*



# Organizational Model

- *Identify, describe, and document the organizational model under which the PSIRT will operate.*
- **Outcome**
  - *a well-defined team structure with documented roles and responsibilities*



# Management and Stakeholder Support

- *Inform and obtain the support buy-in from other internal management and stakeholders to enable the PSIRT to operate effectively.*
- **Outcome**
  - *stakeholders who are apprised of key business metrics to ensure ongoing support*

Note: Service Area 1, Stakeholder Management Ecosystem, will cover the ongoing service of managing stakeholders in more detail.





# Budget

- *Identify, describe, and document the organizational model under which the PSIRT will operate and be funded.*
- **Outcome**
  - *documented PSIRT operational costs, expenses, and funding model*



# Staff

- *Identify, describe, and document the organizational model under which the PSIRT will be staffed.*
- **Outcome**
  - *documented PSIRT Staffing resource needs*

Note: Service Area 6, Training and Education, will cover the ongoing service of training the PSIRT team and other stakeholders in more detail.



# Resources and Tools

- *Identify and acquire the resources, equipment, and tools needed for the PSIRT to operate.*
- **Outcome**
  - *documented PSIRT tooling and resource needs that are understood*



# Policies and Procedures

- *Identify, describe, and document the policies and procedures under which the PSIRT will operate.*
- **Outcomes**
  - *formal PSIRT policies that describe the PSIRT authority and the governance/operations they will wield*
  - *formally documented PSIRT procedures/guidelines that describe how to perform duties*



# Evaluation and Improvements

- *Assess or evaluate how well a PSIRT is operating, and identify potential areas for improvement.*
- **Outcome**
  - *PSIRT ability to measure its performance and understand areas where improvement is desired*



# Conclusion

## Summary of Operational Foundations Components

- Obtain executive sponsorship and stakeholder support.
- Develop a PSIRT charter, organizational model, and policies and procedures.
- Identify your budget, staffing, and resources/tools requirements.
- Identify methods for evaluating effectiveness and implementing improvements.



# Copyright

Copyright © by Forum of Incident Response and Security Teams, Inc.

FIRST.Org is name under which Forum of Incident Response and Security Teams, Inc. conducts business.

This training material is licensed under Creative Commons Attribution-Non-Commercial-Share-Alike 4.0 (CC BY-NC-SA 4.0)

FIRST.Org makes no representation, express or implied, with regard to the accuracy of the information contained in this material and cannot accept any legal responsibility or liability for any errors or omissions that may be made.

All trademarks are property of their respective owners.

Permissions beyond the scope of this license may be available at [first-licensing@first.org](mailto:first-licensing@first.org)



