

Item Navigation

Activity Exemplar: Use a playbook to respond to a phishing incident

Here is a completed exemplar along with an explanation of how the exemplar fulfills the expectations for the activity.

Completed Exemplar

To review the exemplar for this course item, click the link and select *Use Template*.

Link to exemplar: [Completed alert ticket](#)

OR

If you don't have a Google account, you can download the exemplar directly from the following attachment.



Completed alert ticket

DOCX File

Assessment of Exemplar

Compare the exemplar to your completed activity. Review your work using each of the criteria in the exemplar. What did you do well? Where can you improve? Use your answers to these questions to guide you as you continue to progress through the course.

Note: The exemplar represents one of many possible ways to complete this activity. Yours will likely differ in certain ways. What's important is that your activity describes the relevant alert details you found during the activity and the reasons that you are escalating or closing the alert ticket.



The exemplar uses details from the given scenario and includes the following:

- An updated **Alert ticket status**
- In the **Ticket comments** section, a sentence summarizing the alert
- In the **Ticket comments** section, 5 reasons describing why the decision was made to escalate the ticket. The reasons are supported by referencing specific details from the alert ticket.

Mark as completed



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Dislike



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