**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:**  Record the date of the journal entry. | **Entry:1**  Record the journal entry number. | | |
| --- | --- | --- | --- |
|  | A small U.S. health care clinic experienced a security incident on Tuesday, at approximately 9:00 a.m. Employees were unable to access files like medical records, causing major disruptions in the clinic's operations. A ransom note displayed on their computers informed them that their files had been encrypted by an organized group of unethical hackers. The ransom note demanded a large sum of money for the decryption key. The incident was caused by phishing emails with malicious attachments, which, when downloaded, deployed ransomware that encrypted the clinic's critical data. The clinic had to shut down its systems and contact external organizations for technical support. | | |
| Tool(s) used | No tools mentioned | | |
| The 5 W's | Capture the 5 W's of an incident.   * **Who** caused the incident? * The incident was caused by an organized group of unethical hackers using phishing emails to gain access to the clinic's network. * **What** happened? * The hackers deployed ransomware that encrypted the clinic's critical files, rendering them inaccessible. * **When** did the incident occur? * The incident occurred on Tuesday morning, at approximately 9:00 a.m. * **Where** did the incident happen? * The incident took place at a small U.S. health care clinic specializing in primary care service * **Why** did the incident happen? * The incident occurred because phishing emails with malicious attachments were successfully delivered to several employees, leading to malware installation and the subsequent ransomware attack. | | |
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| Description | Provide a brief description about the journal entry. | | |
| 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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