



# Security / Data Breach and Outage Response Plan



# Critical Response Plan

The screenshot shows a web browser window with multiple tabs. The active tab is a Striven Media Wiki page titled "Security / Data Breach and Outage Response Plan". The page is partially redacted with blue boxes. The visible content includes a metadata table, a summary, an index, and definitions.

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**Summary**  
This document describes the plan of action in the incident of a security or data breach, or service outage to one of Striven Media's live products.

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- Call Tree
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**Definitions**

- Outage -- Call Tree**  
You cannot log into one or more of our platforms.
- Security / Data Breach -- Call Tree**  
You have been notified by email or phone that someone has gained unauthorized access to our data.
- CRITICAL BUG -- Call Tree**  
If there is a bug that impacts a broad range of or specific critical function use the call tree and log a bug ticket.
- Bug -- File a Bug Ticket**  
A specific feature *after you have logged in* does not work.

**Call Tree**  
If you become aware of a **security or data breach** in any Striven Media product that is live, or a **service outage** that affects any live Striven Media product the **first thing to do** is to alert the Outage Response Team by phone at 888-908-4924 ext 66 and **then** by email (Outage Response Team).  
**Do both.** You call to provide the alert and then you email to provide the details.  
*If you do not talk to someone on that call you have not completed the action! If you ended up in a voicemail box escalate to your team lead immediately.*

The screenshot shows a Microsoft Teams interface. On the left is a sidebar with "Teams" and a list of channels: General, Announcements, Development, New Content Announcements, Random, and 1 hidden channel. Below these are team icons for Dev, AM/CS\_internal\_1, MarketingCreative, and AdminTeam. The main area shows a chat conversation in the "Announcements" channel. The chat history includes a message from "P.S." about screen sizes, a date separator for "Wednesday, April 20, 2022", and two messages from "KC".

**Announcements**

P.S. The logo is intentionally a little low to accommodate different screen sizes.

Wednesday, April 20, 2022

KC: Good morning everyone--FYI--- Junior is kicking people out after log in---- Dev has been made aware and are looking into it right now and will put up a notification on the site ASAP. Looks like you can log in but it is kicking out after a minute. If customers call in please let them know we are aware and are fixing it now and will update them ASAP.

Ilya Gorelik 4/20 7:53 AM  
It appears that it logs you out when you go to Career Central in VJS JR

KC: Anyone free please test Junior. Looks like Dev fixed it. Let us know.

3 replies from you [Redacted]

New conversation

# Critical Response Plan

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## Today's definitions

### **1. Outage**

- a. What it is, what it means, and what to do.**

### **2. Critical Bug**

- a. What it is, what to do.**

### **3. Data Breach**

- a. What it is, and what to do.**

# Critical Response Plan

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## Process:

- 1. Check Teams - General Announcements if it is already reported**
- 2. If it's not reported – Report It**
  - a. Call Tree
  - b. E-mail
- 3. Proper messaging to customer**
  - a. Thank you for reaching out to us!
  - b. Proper Follow-up

# Critical Response Plan

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## **Site Down messaging:**

- Thank you for reaching out to us!
- Our development and support teams are aware the platform is currently unavailable and is currently working to restore the service.
- We apologize for any inconvenience. We will notify you as soon as the systems are restored.

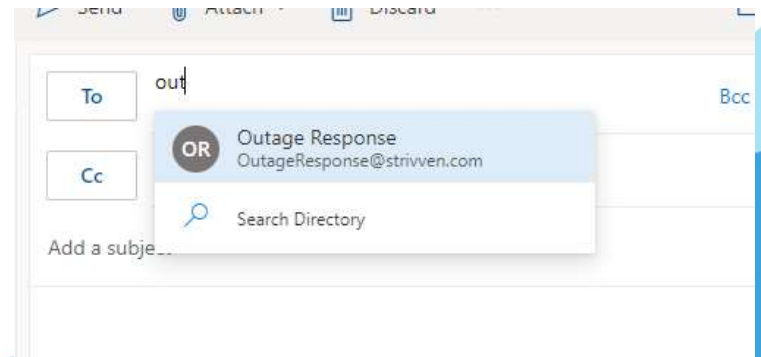
## **Security / Data Breach messaging:**

- Thank you for reaching out to us!
- We are aware of the issue and will notify any party impacted.
- If you have not been notified, your data was not exposed or impacted.

# Critical Response Plan

## Plan:

- 1. Check on Teams General Alerts if the issue has been reported.**
- 2. If not - Alert the Outage Response team by phone at**  
[REDACTED]
- 3. Email Outage Response Team**
  - Security / Data Breach and Outage Response Plan



# Critical Response Plan

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**Gather and share the information:**

- 1. Behavior being reported**
- 2. Any available contact information for the reporter**
  - a. Contact person, school, district, license,**
  - b. Which Platform**
  - c. Time of discovery**
  - d. How they discovered it**
- 3. Data Breach? (all of the above, and)**
  - a. Why do they believe their data is compromised?**
  - b. How did they discover it?**

# Discussion

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**Any questions or concerns to raise for the basic submission process and how it's managed?**



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**Related Links**

# Links

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**[Google Phishing Quiz](#)**



## OUR MISSION

To inspire individuals 

