Incident Response Plan

1.   Detection Methods

2.   Incident Classification

Low (Level 1):

- Less than 1,000 user accounts are affected
- Can be easily resolved by the users resetting their passwords
- No sensitive information is at risk

Medium (Level 2):

- Up to 100,000 user accounts are affected
- Users need assistance in resetting accounts and getting them back
- Sensitive information is at risk (passwords, usernames, emails, locations)

High (Level 3):

- Over 100,000 user accounts are affected

3.   Spotify Incident Response

Phase 1: Preparation

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Phase 2: Detection and Analysis

Phase 3: Containment, Eradication, and Recovery

Phase 4: Post-Incident Activity