**Incident handler's journal**

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| **Date:**  06/26/2023 | **Entry:**  1 |
| Description | A small U.S. health care clinic experienced a security incident that has severely disrupted their business operations. This appears to be a ransomware attack from an experienced group of unethical hackers as several employees have reported their files to be encrypted and new ransom notes appearing on their devices. |
| Tool(s) used | * Email filters * Firewall filters and network port filtering * File recovery and backup tools * SEIM tools * Network protocol analyzers |
| The 5 W's | Capture the 5 W's of an incident.   * **Who** caused the incident?   + An organized group of unethical hackers who are known to target healthcare and transportation companies * **What** happened?   + The attackers sent several targeted phishing emails which contained a malicious file attachment that installed malware on the employee’s device when downloaded. This led to employees reporting that they were unable to use their computers to access files like medical records. Business operations were then shut down because employees were not able to access files or software needed to complete their jobs. There were reports of ransom notes being displayed on employee’s computers demanding payment in exchange for decryption keys. * **When** did the incident occur?   + Tuesday, approximately 9:00 a.m. * **Where** did the incident happen?   + A small U.S. health care clinic specializing in delivering primary-care services * **Why** did the incident happen?   + The attackers were able to bypass the current security controls in place to filter emails and validate attachments being sent through email |
| Additional notes | Include any additional thoughts, questions, or findings. |
|  | The phishing attacks were reported to be targeted, meaning that they were personalized for the intended receiver. The organization may need to review and update its policies on employee social media usage related to business operations. |

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| **Date:**  6/28/2023 | **Entry:**  2 |
| Description | Suspicious file downloaded onto an employee’s computer. |
| Tool(s) used | * SHA256 hash * VirusTotal |
| The 5 W's | Capture the 5 W's of an incident.   * **Who** – Unknown email sender * **What** – Employee opened email with attached password-protected spreadsheet file. When the employee opened the file, a malicious payload was executed on their device. * **When** – 1:11 p.m. * **Where** – On a single employee’s device. * **Why** – The organization’s email filter did not detect/block the malicious file, which could have been done through the file’s SHA256 hash. |
| Additional notes | The behavior reported by the employee also aligns with the behavior reported on VirusTotal. This behavior consists of creating new processes, editing files, setting registry keys, and many other malicious actions. |

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| **Date:**  06/29/2023 | **Entry:**  3 |
| Description | Incident response playbook for email phishing and malware attack. |
| Tool(s) used | * Phishing playbook |
| The 5 W's | Capture the 5 W's of an incident.   * **Who** – Def Communications <76tguyhh6tgftrt7tg.su> <114.114.114.114> * **What** – An employee was sent a phishing email that held a password-protected malicious file. * **When** – July 20, 2022 09:20:14 AM * **Where** - Inergy * **Why** - The organization’s email filter did not detect/block the malicious file, which could have been done through the file’s SHA256 hash. |
| Additional notes |  |

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| **Date:**  06/29/2023 | **Entry:**  4 |
| Description | Final report review for data breach |
| Tool(s) used |  |
| The 5 W's | Capture the 5 W's of an incident.   * **Who** - Unknown * **What** – An employee received a ransom email stating the attacker had stolen consumer data and was requesting $25,000 in cryptocurrency payment. The employee was then sent another email sending proof of stolen information and with an increased payment request of $50,000. * **When** – December 28, 2022 7:20 p.m. PT * **Where** – The organization’s ecommerce site, on the purchase confirmation page * **Why** - The attacker exploited a vulnerability in the organization’s website using a forced browsing attack which allowed them to steal customer purchase confirmation pages and customer data. |
| Additional notes | Certain pages within the organization’s website did not have adequate access controls and the security team has now implemented allowlistings to ensure only authorized employees can visit those pages. |

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| **Date:**  Record the date of the journal entry. | **Entry:**  Record the journal entry number. |
| 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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| 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. |

### 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.

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| Reflections/Notes: Record additional notes. |