# Incident Response Plan

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# Agenda

- Definition of Incident
- Incident Severity
- Pre-Actions for the Incident
- Incident Response
- Post Actions of the Incident
- Q&A

# Definition of Incident

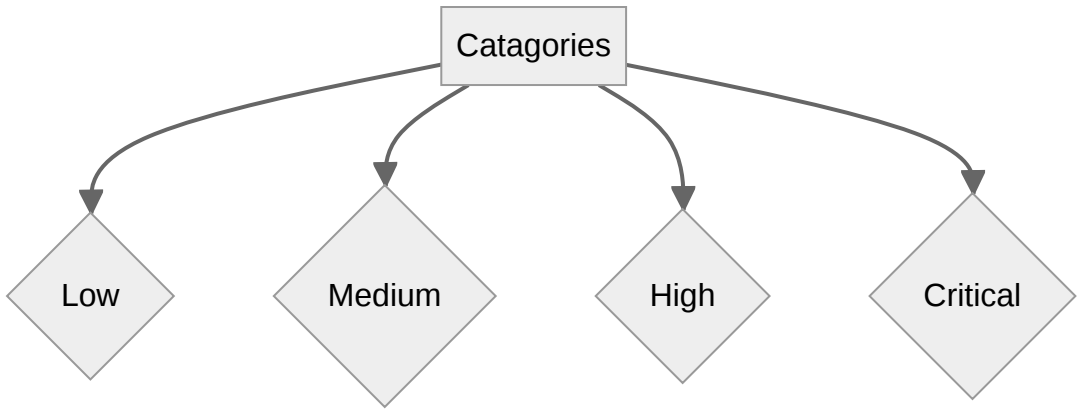
# What

An incident is any **real or suspected event** that affects the **confidentiality, availability or integrity** of the **company or any client's information or systems**.

# Incident Severity

# Incident Severity

## Catagories



| Severity | Characteristics | Response Time | Status Reporting | Target Resolution/Bypass time | Examples |
|---|---|---|---|---|---|
| **Critical** | * Requires **executive level** attention<br>* Affects business **globally**<br>* Poses a significant and immediate **threat** to human safety<br>* Has a high probability of **affecting or spreading** to client systems, data centers or affecting public, customer or third-party systems | Within 1 hour | Every 1 hour | Within n hours | * Breach that involves secret, private or sensitive client information<br>* Irretrievable loss of business critical data (billing, accounts receivable)<br>* DoS attack on public facing sites<br>* Attacker is able to publish information acting as the client |
| **High** | * Requires attention of **CIO and/or regional business leadership**<br>* Affects the **ability of entire regions or teams** from doing their work<br>* Poses a significant **financial, legal, commercial or reputation's risk** to company<br>* Has a high probability of **affecting or spreading** to other systems | Within 2 hour | Every 2 hour | Within 2n hours | * Unauthorized access to confidential, private or secret information<br>* Recoverable loss or corruption of critical data<br>* Critical security patches not applied |
| **Medium** | * Requires **InfoSec and Legal team** attention<br>* Limited to a **single or small group** of locations<br>* Poses a moderate financial, legal, commercial or reputation's **risk** to company and/or our client<br>* Has a moderate probability of **propagation** to other systems or networks | Within 2 days | Every 2 days | End of the issue solved | * Unauthorized access to internal information or systems<br>* Recoverable corruption or loss of **isolated non-critical data**<br>* **Disrupts our ability** to work on more than one project. |
| **Low** | * Characterized by impacting a **single or few non-critical systems**<br>* Affects a **single user or a small number of people**<br>* Has **no or very low probability of propagation** to other systems or networks<br>* Has **little or no effect on business operation**; likely can be handled via BAU | Within n days | Every n days | End of the issue solved | * Loss or theft of mobile devices and laptops<br>* Phishing<br>* Lost access card<br>* Unpatched libraries with low vulnerability scores<br>* Credential leakage to private repository<br>* Sensitive information leakage to internal Logging solution<br>* Near misses |

# Pre-Actions for the Incident

# Pre-Actions for the Incident

## Contact List

| Role | Name | Primary Location | Phone Number | Email |
|---|---|---|---|---|
| Someone | TL | 2F | 12345678 | incident@incident.com |
| Ops | Ops team | China | 1234556 | ops@incident.com |

# Pre-Actions for the Incident

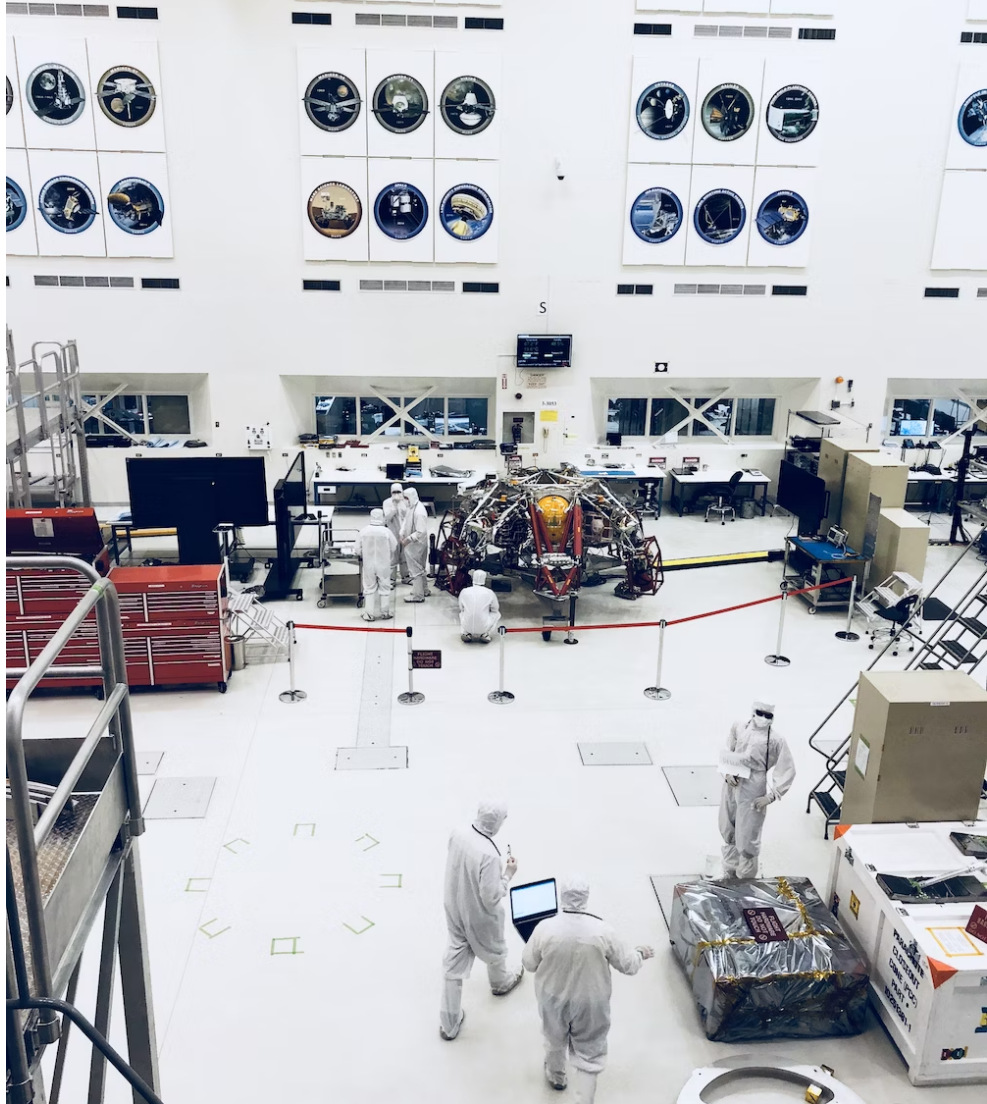
## Domain Owner

| Domain | Biz Owner | Tech Owner |
| --- | --- | --- |
| Payment | Eric | John |
| ... | ... | ... |

# Pre-Actions for the Incident

## Stakeholders

| Role | Name | Email | Biz/Tech Responsibilities |
|---|---|---|---|
| PO | James | james@incident.com | xx biz owner |



# Pre-Actions for the Incident

## Rehearsal

- Take a recent incident to rehearsal with **the whole team members**
- Clarify everyone's **responsibilities**
- …

# Incident Response

# Incident Response

## YOU SHOULD

- **Keep cool and calm**
- **Determine the severity**
- **Do NOT destroy any evidence**
- **Try to standby with team/on-call host**
- **…**

# Incident Response

## Medium

### On-call host

- Collect necessary information
- Connect PM&Tls
- Analyze the potential root cause
- Monitor the online resources, products
- …

### PM/Ops Leader

- Report the progress of the incident
- Create an issue card on Jira/ServiceDesk
- …

# Incident Response

## Medium

### TLs

- Track/review the solution of the fixing
- Track the deployment
- …

### Domain owner

- Sort out the biz flow
- Code fix & Verify & Monitor
- Report the proress of the bug fixing
- Showcase
- …

### Others

- Keep an eye on the bug context

# Incident Response

## Critical

- SIRT(Security Incident Response Team) formed
- Requires executive level attention
- Emergency response
- Other requirements regarding incident response (e.g. from client side or compliance perspective) also should be taken into consideration.
- Requires senior leadership or MD review of incident report
- Triggers new Enterprise Risk Assessment and BCP review

# Incident Response

## High

- SIRT formed
- Immediate response
- Other requirements regarding incident response (e.g. from client side or compliance perspective) also should be taken * into consideration. Refer to Other References section
- Requires Legal / InfoSec review of incident report

# Incident Response

## Medium

- SIRT formed
- Routine response
- Other requirements regarding incident response (e.g. from client side or compliance perspective) also should be taken into consideration. Refer to Other References section
- Requires CST review of incident report

# Post Actions of the Incident

# Post Actions of the Incident

## PIR(Post Incident Report)

| Item | Content | Note |
| --- | --- | --- |
| Tracking ID | xxxx | |
| Type | Incident | |
| Impacted Services | xxx | |
| Impacted Regions | xxx | |
| What happened? | Current behaviors | |
| What went wrong and why? | Root cause | |
| How did we respond? | [Timeline of processing] Who… does what…when… | |
| How are we making incidents like this less likely or less impactful? | | |
| How can customers make incidents like this less impactful? | | |
| … | … | … |

# Post Actions of the Incident

## Retro

- Go through the key point of the incident
  - Who… does what… when…
- Summary the executable actions for team
- Lesson and Learns

# Q&A

# Thank You!