Incident Response Plan

2023-08 @Guzhongren

Agenda

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

Definition of Incident

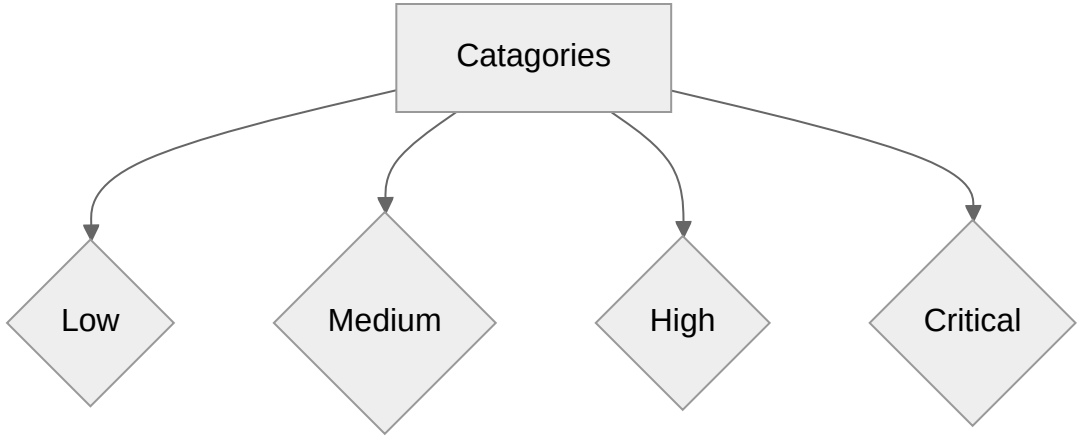
What

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 * Affects business **globally** * Poses a significant and immediate **threat** to human safety * 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 * Irretrievable loss of business critical data (billing, accounts receivable) * DoS attack on public facing sites * Attacker is able to publish information acting as the client
High	* Requires attention of **CIO and/or regional business leadership** * Affects the **ability of entire regions or teams** from doing their work * Poses a significant **financial, legal, commercial or reputation's risk** to company * 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 * Recoverable loss or corruption of critical data * Critical security patches not applied
Medium	* Requires **InfoSec and Legal team** attention * Limited to a **single or small group** of locations * Poses a moderate financial, legal, commercial or reputation's **risk** to company and/or our client * 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 * Recoverable corruption or loss of **isolated non-critical data** * **Disrupts our ability** to work on more than one project.
Low	* Characterized by impacting a **single or few non-critical systems** * Affects a **single user or a small number of people** * Has **no or very low probability of propagation** to other systems or networks * 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 * Phishing * Lost access card * Unpatched libraries with low vulnerability scores * Credential leakage to private repository * Sensitive information leakage to internal Logging solution * 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

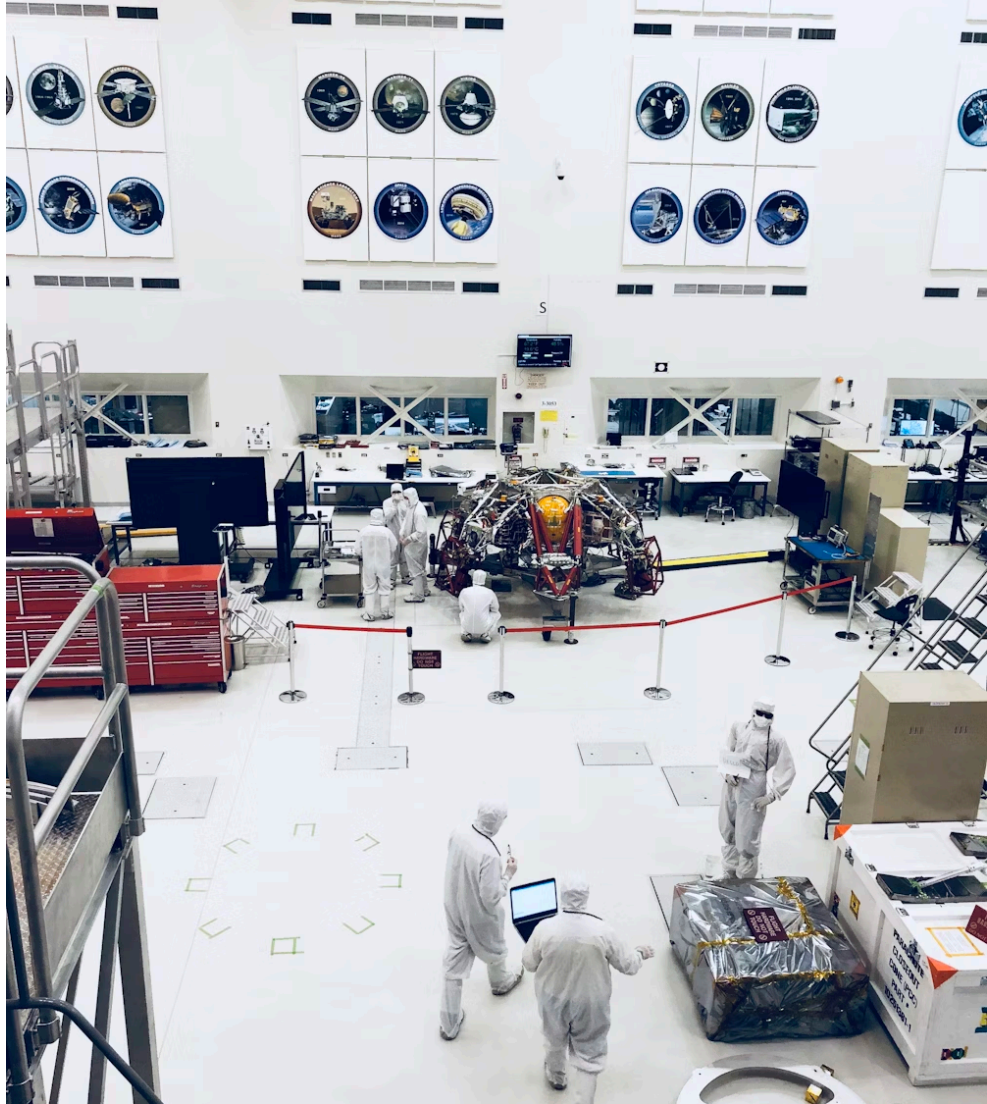
Domain Owner

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!