

### Class Nine: Incident Response

In our ninth class we are going to discuss incident response, and general frameworks and professionalism.

1. Read the case study entitled iPremier (A): Denial of Service Attack (Graphic Novel Version) (HBP Coursepack <https://hbsp.harvard.edu/import/1059357>).

Be prepared to discuss the following questions:

- How well did the iPremier Company perform during the seventy-five minute attack?
- If you were Bob Turley, what might you have done differently during the attack?
- The iPremier Company CEO, Jack Samuelson, had already expressed to Bob Turley his concern that the company might eventually suffer from a “deficit in operating procedures.”
  - Were the company’s operating procedures deficient in responding to this attack?
  - What additional procedures might have been in place to better handle the attack?
- In the aftermath of the attack, what would you be worried about and what actions would you recommend?

2. For your reference (you do not need to read them), I’ve attached:

- a. the IAPP 7-Step Guide to Data Breach Preparedness and
- b. the NIST Computer Security Incident Handling Guide

3. For your reference (you do not need to read them), there are also other materials containing general frameworks (e.g., UK data ethics framework) and materials on professionalism (e.g., data science code of professional conduct). I’ll discuss concepts contained in them during class.