Spendology Solutions

Incident Response Plan

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REVISION HISTORY

Date	Version	Modification	Modifier
2024-03-28	0.0.1	Incident handling processes - Contacts - Scope	Liam Dodd

TESTING & REVIEW CYCLE

Bi-annual testing of the Incident Response Plan is necessary to ensure the CSIRT (Cyber Security Incident Response Team) is aware of its obligations. Unless real incidents occur, which test the full functionality of the process, this can be achieved using walkthroughs and practical simulations of potential incidents.

1. The Incident Response Plan will be tested at least once biannually.
2. The Incident Response Plan Testing will test your business response to potential incidents, identifying process gaps and improvement areas.
3. The CSIRT will record observations made during the testing, such as steps that were poorly executed or misunderstood by participants and aspects that need improvement.
4. The Incident Handler will ensure the Security Incident Response Plan is updated and distributed to CSIRT members.

PURPOSE & SCOPE

PURPOSE

This Incident Response Plan exists to ensure Spendology Solutions is prepared to manage cyber incidents in an effective and efficient manner. Cyber security incidents are more frequent and sophisticated than ever. No organization globally is immune to attack. Organizations must ensure they are prepared to detect, prevent, and respond to incidents. By having a plan, a team, and conducting exercises, we will be better prepared to respond inevitable incidents. In addition, we will be able to contain the damage and mitigate further risk to the organization. Resources must be deployed in an organized fashion with exercised skills and communication strategies. This document describes the overall plan for responding to Cyber Security Incidents at Spendology Solutions. It identifies the structure, roles and responsibilities, types of common incidents, and the approach to preparing, identifying, containing, eradicating, recovering, and conducting lessons learned in order to minimize the impact of cyber security incidents. The goal of the Incident Response Plan is to ensure Spendology Solutions is organized to respond to cyber security incidents effectively and efficiently.

SCOPE

This Incident Response Plan applies to our networks, systems, and data, and stakeholders (for example, employees, contractors, 3rd party vendors) that access them. Members of the organization who are part of the Cyber Security Incident Response Team (CSIRT) are expected to lead or participate in a cyber incidence response. CSIRT members must familiarize themselves with this plan and be prepared to collaborate, with the goal of minimizing adverse effects on the organization.

This document establishes incident handling and incident response capabilities and determines the appropriate response for common cyber security incidents. This document is not intended to provide a detailed list of all activities that should be performed in combatting cyber security incidents.

AUTHORITY

Responsibility for the security of company and customer information resides with the President/Owner. During times when a high or critical cyber security incident is underway, this responsibility is entrusted to the General Manager.

DEFINITIONS

Term	Description
Acceptable interruption window	In business continuity planning, is the amount of time in which basic functionality must be restored for critical systems. It is a major factor when planning a disaster recovery solution.
Confidentiality	Is a classification of data that typically refers to personally identifiable information. It may include such things as social insurance numbers, driver's license numbers, etc.
Cyber Security Event	Is an observable occurrence in a system or network. Events include a user connecting to a file share, a server receiving a request for a web page, or a user sending email.
Cyber Security Incident	Is any incident that occurs by accident or deliberately that impacts communications or information processing systems. An incident may be any event or set of circumstances that threatens the confidentiality, integrity, or availability of information, data, or services within [Organization Name]. This includes unauthorized access to, use, disclosure, modification, or destruction of data or services used or provided by [Organization Name].
Denial of Service (attack)	Also known as a DoS attack, seeks to make a remote service unavailable to its intended users by flooding its host with superfluous requests, thereby overloading the system.
Exploit	In cybersecurity terms is a piece of software, a chunk of data, or a sequence of commands that takes advantage of a bug or vulnerability to cause unintended or unanticipated behavior to occur on computer software, hardware, or something electronic.
Indicators	Also known as "Indicators of Compromise" or IOCs, are forensic clues or symptoms left behind by cybersecurity attacks or breaches in the company's network or systems. These clues are sometimes found in log entries, files, or databases.
Integrity	Refers to the maintenance or assurance of data accuracy, consistency, and its accessibility to authorized users for its entire life-cycle.
Maximum tolerable downtime	In business continuity planning, this specifies the maximum period of time that a given business process can be inoperative before the organization's survival is at risk.
Response playbook	Introduces prescriptive cybersecurity measures and best practices that can be implemented to improve the organization's security profile. This playbook provides a set of standards to reference the organization, improves current systems, and implement new ones.

Term	Description
Service availability	Describes the state of a system being available and responsive to prospective users. The term is sometimes used to reference a measure of reliability of a system or network resource based on how often it is available as a % of time. For example, 99.97% service availability means that a system is available 99.97% of the time.
SLA	Stands for service level agreement and is used to describe a guaranteed measure of service availability. If service availability drops below the prescribed SLA, there are usually financial repercussions, like a money-back guarantee.
Stakeholder relationship map	Is a diagram that describes the relationship between individuals in an organization. With respect to cybersecurity, these diagrams are used to perform IT risk assessments to better inform preventative and reactive measures.
Vulnerability	Is a piece of code or bug within a system that causes unintended or unanticipated behavior. A vulnerability implies that this behavior can be taken advantage of for malicious reasons.
War room	Is a dedicated meeting room where major incidents are handled together. It must have a door for privacy, must be available at all times, and must have good communications infrastructure (network, phone, etc.).
Zero-day	Is a type of vulnerability that is known to the software vendor but doesn't have a patch in place to fix the flaw. It has at least the potential to be exploited, if it has not already been exploited by cybercriminals.

HOW TO RECOGNIZE A CYBER INCIDENT

A cyber security incident may not be recognized straightaway; however, there may be indicators of a security breach, system compromise, unauthorized activity, or signs of misuse within your environment, or that of your third-party service providers.

Look out for any indication that a security incident has occurred or may be in progress. Some of these are outlined below:

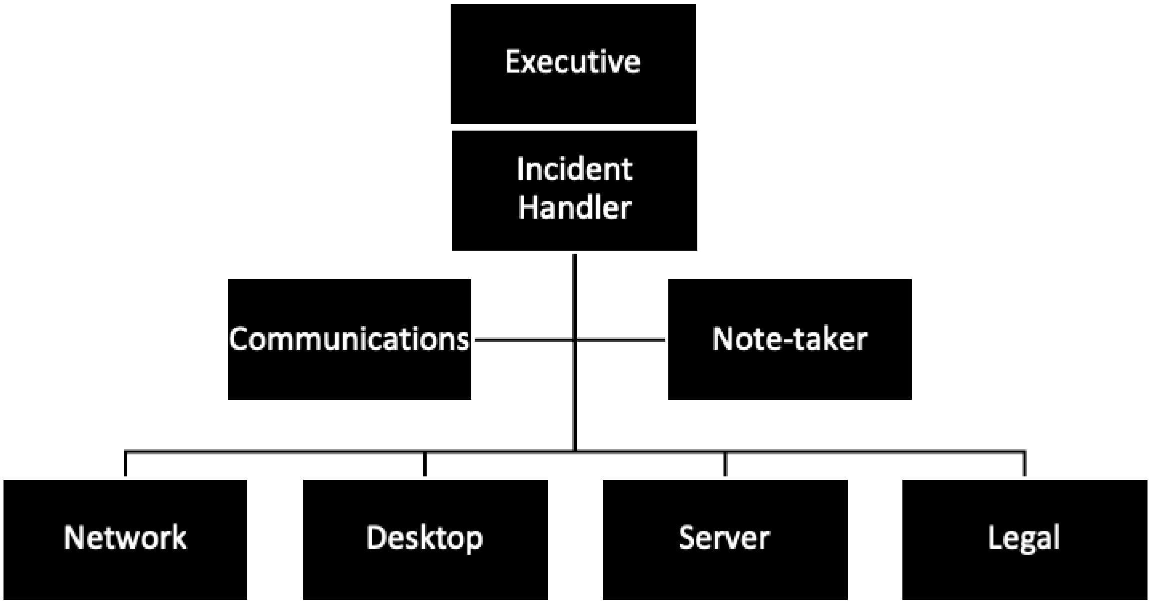
1. Excessive or unusual log-in and system activity, in particular from any inactive user IDs (user accounts)
2. Excessive or unusual remote access activity into your business. This could relate to staff or third-party providers
3. The occurrence of any new wireless (Wi-Fi) networks visible or accessible from your environment
4. The presence of or unusual activity in relation to malware (malicious software), suspicious files, or new/unapproved executable files and programs. This could be on your networks or systems, including web-facing systems
5. Hardware or software key-loggers found connected to or installed on systems

6. Suspicious or unusual activity on, or behavior of web-facing systems, such on as e-commerce websites
7. Point-of-Sale (POS) payment devices, payment terminals, chip & PIN/signature devices, or dip/swipe card readers showing signs of tampering
8. Any card-skimming devices found in your business
9. Lost, stolen, or misplaced merchant copy receipts or any other records that display a full payment card number or card security code (the three- or four-digit number printed on the card)
10. Lost, stolen, or misplaced computers, laptops, hard drives, or other media devices that contain payment card data or other sensitive data

CYBER SECURITY INCIDENT RESPONSE TEAM (CSIRT)

CSIRT STRUCTURE

Common structure of a Cyber Security Incident Response Team (CSIRT).



CSIRT ROLES

Role	Definition
Executive	Accountable Executive for protecting cyber security within the organization. Responsible for reporting to board directors and other executives. Within the CSIRT, this role is responsible for all issues requiring executive decision.
Incident Handler	The Incident Handler is the main triage role of the CSIRT. This role organizes the team and initiates the Incident Response Plan to investigate and respond to cyber security incidents.
Communications	The Communications Expert is responsible for both public relations and internal communications. They are the messenger to ensure that internal/external stakeholders, customers, and the public are informed in a timely and compliant fashion.
Note-Taker	Documents all activities, findings, and communications during an incident. Provides detailed timeline of events and evidence.
Network Technician	Investigates and responds to network related incidents. Performs network monitoring, analysis, and forensics.
Desktop Technician	Investigates and responds to endpoint related incidents. Performs host monitoring, analysis, and forensics.
Server Technician	Investigates and responds to server related incidents. Performs server monitoring, analysis, and forensics.
Legal Technician	Provides guidance on legal requirements related to incident response, investigations, and notifications. Reviews incident communications.

CSIRT RESPONSIBILITIES

The responsibilities described below are organized by role within Spendology Solutions.

EXECUTIVES

The Executives are/is responsible for:

1. Providing strategic guidance and support for the CSIRT
2. Allocating adequate resources and budget for the CSIRT to operate effectively
3. Empowering the CSIRT to take necessary actions during incidents
4. Reviewing and approving incident response policies and procedures
5. Receiving reports and briefings on major incidents
6. Authorizing communications about incidents to board members, customers, partners, and public

INCIDENT HANDLER

The Incident Handler is responsible for:

1. Leading the investigation and remediation of security incidents
2. Assessing and containing incidents to prevent further damage
3. Collecting and preserving evidence from affected systems
4. Documenting details about incidents for post-mortem analysis
5. Reporting to and assisting external parties when required
6. Suggesting improvements to security controls and policies
7. Maintaining and enhancing incident response policies and procedures

COMMUNICATIONS EXPERT

The communications expert is responsible for:

1. Developing internal and external communications plans for incident response
2. Drafting notifications, status updates, and reports to various stakeholders
3. Reviewing and approving any communications about incidents before they are sent
4. Interfacing with PR and legal teams to ensure coordinated messaging
5. Managing inquiries from media, customers, partners, and other external parties
6. Educating employees on policies for communications during incidents

CSIRT TEAM

Cyber Security Incident Response Team (CSIRT) members are responsible for:

1. Detecting, analyzing, and responding to cybersecurity incidents
2. Conducting forensic investigation and remediation of incidents
3. Improving security controls to prevent or limit future incidents
4. Creating and refining incident response plans, policies, and procedures
5. Maintaining skills and knowledge of latest threats, tools, and response tactics

All staff members are responsible for:

1. Reporting suspected incidents and vulnerabilities to the CSIRT
2. Complying with incident response and communications policies
3. Assisting the CSIRT as needed during investigations and mitigation
4. Participating in incident response training and exercises
5. Safeguarding sensitive data and protecting systems/accounts The responsibilities described below are organized by role within Spendology Solutions.

CONTACT INFORMATION

CSIRT CONTACTS

CSIRT Role	Name	Title	Phone	Email
Incident Handler (lead)	John Smith	Security engineer	555-123-4567	john.smith@spendology.com
Incident Handler (backup)	Jane Doe	Security engineer	555-987-6543	jane.doe@spendology.com
Note-taker	Bob Johnson	Security analyst	555-456-7890	bob.johnson@spendology.com
Communications	Sarah Lee	Director of Communications	555-234-5678	sarah.lee@spendology.com
Network	Mike Davis	Network Engineer	555-345-6789	mike.davis@spendology.com
Desktop	Jessica Wong	IT Specialist	555-567-8901	jessica.wong@spendology.com
Server	David Kim	Cloud Specialist	555-678-9012	david.kim@spendology.com
Legal	Amy Green	Legal Analyst	555-789-0123	amy.green@spendology.com
Executive	Tom Walsh	CISO	555-890-1234	tom.walsh@spendology.com
Executive	Amanda Williams	CEO	555-890-1234	amanda.williams@spendology.com

EXTERNAL CONTACTS

Role	Organization	Name	Title	Phone	Email
Network Security Vendor Support Lead	Symantec	John Doe	Senior Support Engineer	555-1234	jdoe@symantec.com
Network Security Vendor	Cisco	Jane Smith	Account Executive	555-5678	jsmith@cisco.com
Lawyer	Smith & Jones LLP	Bob Johnson	Partner	555-9101	bjohnson@smithjones.com
Parts Supplier	Acme Parts	Sam Wilson	Sales Manager	555-1213	swilson@acmeparts.com
Card Acquirer Service	First Data	Sarah Lee	Vice President	555-1415	slee@firstdata.com
Cyber Insurance Provider	Chubb	Tom Davis	Claims Adjuster	555-1617	tdavis@chubb.com
Ransomware Decryption Service Provider	Coveware	Chris Miller	Lead Analyst	555-1819	cmiller@coveware.com
Law Enforcement (local)	Springfield Police Department	Mike Thompson	Detective	555-2021	mthompson@spfpd.gov
Law Enforcement (federal)	FBI	Susan Martinez	Special Agent	555-2223	smartinez@fbi.gov

OTHER STAKEHOLDER CONTACTS

Role	Organization	Name	Title	Phone	Email
Investor	Acme Venture Capital	John Doe	Managing Partner	555-123-4567	jdoe@acmevc.com
Partner	123 Partners	Bob Johnson	President	555-456-7890	bjohnson@123partners.com
Investor	Sequoia Capital	John Doe	General Partner	555-123-4567	jdoe@sequoiacap.com
Vendor	Acme Co.	Jane Smith	CEO	555-987-6543	jsmith@acme.com
Vendor	ABC Solutions	Bob Johnson	Sales Manager	555-456-1234	bjohnson@abcsolutions.com

INCIDENT TYPES

Type	Description
Unauthorized Access or Usage	Individual gains physical or logical access to network, system, or data without permission.
Service Interruption or Denial of Service	Attack that prevents access to the service or otherwise impairs normal operation.
Malicious Code	Installation of malicious software (for example, virus, worm, Trojan, or other code).
Ransomware	A specific type of malicious code that infects a computer and displays messages demanding a fee be paid in order for the system to work again.
Distributed Denial of Service (DDoS)	Distributed denial-of-service attacks target websites and online services. The aim is to overwhelm them with more traffic than the server or network can accommodate. The goal is to render the website or service inoperable. Symptoms are widespread connectivity failures or system unavailable errors.
Network System Failures (widespread)	An incident affecting the confidentiality, integrity, or availability of networks.
Application System Failures	An incident affecting the confidentiality, integrity, or availability of applications or systems.
Unauthorized Disclosure or Loss of Information	An incident affecting the confidentiality, integrity, or availability of data.
Privacy Breach	An incident that involves real or suspected loss of personal information.
Information Security/Data Breach	An incident that involves real or suspected loss of sensitive information.
Account Data Compromise	A data breach incident specific to payment card data. Such events result in unauthorized access to or exposure of payment card data (cardholder data or sensitive authentication data).
Other	Any other incident that affects networks, systems, or data.

INCIDENT SEVERITY MATRIX

The CSIRT will determine the severity of the incident. They will consider:

1. whether a single system is affected or multiple
2. the criticality of the system(s) affected

3. whether impacting a single person or multiple
4. whether impacting a single team/department, multiple teams/departments, or the entire organization

The Incident Handler must consider the relevant business context and what else is happening with the business at the time to fully understand the impacts and urgency of remedial action.

The CSIRT will consider the available information to determine the known magnitude of impact compared with the estimated size, along with likelihood of the effect spreading and the potential pace of such spread. The CSIRT will determine the potential impacts to the organization, including financial damage, brand and reputational damage, and other types of harm. The incident may be the result of a sophisticated or unsophisticated threat, an automated or manual attack, or may be nuisance/vandalism. The CSIRT will determine:

1. whether there is evidence of the vulnerability being exploited
2. whether there is a known patch
3. whether this is a new threat (for example, zero day) or a known threat
4. the estimated effort to contain the problem

Category	Indicators	Scope	Action
1 – Critical	Data loss, Malware	Widespread and/or with critical servers or data loss, stolen data, or unauthorized data access	Implement CSIRT, Incident Response Plan, create Cyber Security Incident, Organization-wide
2 – High	Theoretical threat becomes active	Widespread and/or with critical servers or data loss, stolen data, or unauthorized data access	Implement CSIRT, Incident Response Plan, create Cyber Security Incident, Organization-wide
3 – Medium	Email phishing or active spreading infection	Widespread	Implement CSIRT, Incident Response Plan, create Security Incident, Organization-wide
4 – Low	Malware or phishing	Individual host or person	Notify CSIRT, create Cyber Security Incident

Preparation

In preparation for a cyber security incident my organization commits to:

- Establish an Incident Response Plan
  - Create mandate, delegate authority, define decision making process and chain of command
- Maintain hard and soft copies of the Incident Response Plan
  - Hard copy located at Head Office with Office Manager
  - Review and update plan annually, record revision history
- Build a cyber security incident response team
  - Dedicated, virtual, or on-retainer

  - Provide necessary training
- Document roles and responsibilities
  - Delegate authority
  - Provide necessary training
- Conduct regular exercises and drills
  - Prepare for known incidents so team can focus on unknown
  - Test plan, team, and tools
- Understand the environment
  - Create diagrams, locate critical systems and data
  - Ensure visibility into networks and systems
  - Understand vendor environments and dependencies
- Understand current controls
  - Are they sufficient to mitigate risk?
- Understand potential impacts
  - Determine Maximum Tolerable Downtime (MTD) and Acceptable Interruption Window (AIW)
  - Prioritize assets by downtime
- Prepare war room and/or conference bridges
  - Identify and equip secure physical and/or digital locations
- Establish communications plan in advance
- Establish agreements in advance
  - Incident response contacts on retainer
  - Annual plan review and updates
  - Regular exercises
  - Preferred pricing
  - Service level agreements (SLAs)
- Designate central point of contact for reporting incidents
- Require all employees to immediately report cybersecurity events
- Ensure all employees know how to report incidents
- Ensure timely incident reporting

Identification

In the event that a cyber security incident is identified, my organization commits to:

- Assemble incident response team members
- Designate lead investigator and documenter
- Establish secure incident response workspace
  - Ensure proper equipment and access controls
- Classify incident type and severity
  - Prioritize response accordingly
- Interview involved parties
  - Gather information on timeline, indicators, impact
- Research threat actor TTPs
  - Consult threat intel sources
- Perform forensic analysis
  - Image affected systems

  - Inspect logs, memory, network traffic
- Determine initial remediation steps
  - Containment, eradication, recovery
- Develop communication plan
  - Internal stakeholders
  - External organizations
  - Customers (if applicable)
- Document all findings and actions
  - Create incident report
  - Track ongoing response efforts
- Conduct lessons learned
  - Update response plans
  - Improve detection capabilities
  - Strengthen security controls

Containment

Upon discovery of the incident, the following containment actions will be taken:

- Isolate compromised systems from the network by disabling network ports or unplugging network cables. This prevents further spread of malware or lateral movement by attackers.

- Disable compromised user accounts to prevent unauthorized access. Reset passwords for any accounts that may have been compromised.

- If malware, unauthorized software, or other malicious artifacts are found, preserve evidence by making disk images. Store images in a secure location for later analysis.

- Monitor systems and network for suspicious activity that could indicate additional compromise.

- Assemble incident response team and brief them on the situation. Designate lead investigator, communications lead, and documenter.

- Document all actions taken during containment, including system times, accounts affected, and how access was disabled.

- Begin drafting communications for leadership and affected parties. Focus on facts known about the incident. Avoid speculation on impact or attackers.

- Containment priority is to limit damage. Take initial containment steps immediately upon discovery. Further control the situation as more information becomes available.

Eradication

The eradication phase focuses on removing the malware, artifacts, affected systems, and footholds used by the attacker. Our organization will take the following steps:

- Isolate and power off affected systems to prevent further damage.
- Check network logs and endpoints to identify all compromised systems.

- Wipe and reimage compromised systems from a known good backup or build new systems.
- Reset credentials, passwords, SSH keys, etc. that may have been compromised.
- Remove unnecessary services, accounts, software to reduce attack surface.
- Scan restored systems and monitor for abnormalities before bringing them online.
- Work with vendors/law enforcement to block malicious domains, IPs, file hashes.
- Review code and dependencies for injected malware or backdoors.
- Perform forensics on compromised systems to determine root cause.

After eradicating the attacker's presence, we will move to the recovery phase to safely restore business operations.

Recovery

The recovery process will focus on restoring affected systems and data to a secure state. The following steps will be taken:

System Restoration

- Wipe and reinstall operating systems on affected systems from trusted media.
- Restore data from backups that are confirmed to be uncompromised.
- Change all system passwords and credentials.
- Apply latest security patches and harden systems according to security standards.

Validation

- Scan restored systems for malware or other IOCs from the incident.
- Perform vulnerability scanning to identify any misconfigurations or weaknesses.
- Monitor system logs and behavior for anomalies.
- Validate integrity of restored data.

Testing

- Test functionality of critical business systems.
- Test security controls are working as expected.
- Run simulations to confirm systems are not still compromised.

Monitoring

- Increase monitoring of restored systems for suspicious activity.
- Require more stringent validation of changes on restored systems.
- Log and audit all access and changes to restored systems.

Documentation

- Document all steps taken during recovery process for each affected system.
- Record hashes and other forensic artifacts to support investigation.
- Update incident documentation with recovery actions, outcomes and lessons learned.

Lessons Learned

Our organization takes the following steps during the Lessons Learned phase:

- The incident response team meets to review and discuss the incident, how it was handled, and what could be improved.
- We identify the root cause of the incident and understand how and why it occurred. This helps prevent similar incidents in the future.
- We evaluate how effective our incident response plan and procedures were in resolving the issue. What worked well and what needs improvement?
- Any needed improvements to the incident response plan, policies, procedures, training, and tools are identified and documented.
- An incident report is created detailing the incident, timeline, response actions, and identified improvements. This is distributed to leadership and relevant stakeholders.
- Identified improvements are prioritized, assigned, and tracked to completion.
- Lessons learned are incorporated into team training and exercises to validate effectiveness.
- We follow up to ensure identified improvements are implemented and working as intended.
- Findings are communicated to the wider organization to promote learning and continual improvement of incident response capabilities.

INCIDENT SPECIFIC HANDLING PROCESSES

Here are the steps for handling common security incidents in our organization:

DATA BREACH

If a data breach is confirmed:

- Immediately notify the security and legal teams about the breach
- Identify what systems and data were impacted
- Determine if any sensitive customer or employee data was exposed
- Assess the root cause and close any vulnerabilities that led to the breach
- Engage external forensics experts if needed to analyze the breach
- Notify any customers or employees whose personal data may have been compromised
- Report the breach to appropriate regulators or law enforcement within 72 hours as required
- Update incident response plans to prevent similar breaches in the future

MALWARE INFECTION

If malware is detected on systems:

- Isolate infected systems immediately
- Scan all systems to identify scope of infection
- Determine attack vector used to infect systems
- Wipe and reimage infected systems before bringing them back online
- Reset credentials on compromised accounts
- Work with SOC/IRT to pinpoint vulnerabilities leveraged
- Harden systems to prevent reinfection from same malware

DOS ATTACK

If systems are impacted by a denial-of-service (DoS) attack:

- Immediately notify network security team
- Attempt to filter malicious traffic at the perimeter
- Scale up capacity on affected systems if needed
- Trace attack to source IP(s) and null route if possible
- Collect attack information (vectors, signatures) for monitoring
- Work with vendors to enact applicable DoS protections
- Update firewall and IPS signatures to block future attacks

INSIDER THREAT

If an insider threat is reported:

- Document all suspicious user activities
- Disable access for accused user account
- Investigate user access logs on critical systems
- Scan user systems for unauthorized changes
- Interview witnesses and gather evidence
- Place accused user on administrative leave
- Involve legal counsel for guidance on investigation
- Provide findings to authorities if criminal charges warranted

RANSOMWARE ATTACK

If ransomware is detected on systems:

- Immediately isolate infected systems to prevent spread
- Take encrypted systems offline but do not shutdown
- Determine ransomware variant for guidance on decryption
- Restore encrypted data from backups if possible
- Consult legal counsel on communication with attackers
- Attempt decryption only if approved by legal team

- Wipe and rebuild infected systems from scratch
- Harden perimeter and internal defenses against malware

PHISHING ATTACK

If a phishing attack impacts users:

- Warn users to ignore suspicious emails
- Take reported phishing sites/emails offline if possible
- Reset passwords on accounts compromised by phishing
- Identify and remediate vulnerabilities exploited
- Increase end user security training to prevent future phishing
- Update email security filters to block new phishing tactics
- Inform legal counsel if breach involves sensitive data
- Monitor for suspicious activity on user accounts

LOSS OF EQUIPMENT

If CSIRT investigations confirm that loss of equipment or theft has occurred, please execute the following:

- Report any theft or loss of assets like PCs, laptops, or mobile devices to local law enforcement immediately. This includes losses outside of business hours and on weekends.

- If the lost or stolen device contained sensitive data or payment card information and was not encrypted, the CSIRT team will analyze the sensitivity, type, and volume of stolen data. This includes any exposed payment card numbers.

- Where possible, CSIRT will remotely lock, disable, and wipe lost or stolen mobile devices like smartphones, tablets, and laptops. They will capture evidence to confirm this was completed successfully.

- If help is needed identifying devices, contact the Network Security Vendor Support Lead or Helpdesk (see External Contact List). They can provide additional help and expertise.

APPROVALS

RESPONSIBLE PARTY

Responsibility for the security of company and customer information resides with the following Responsible Party:

Responsible Party Name and Title	Responsible Party Signature	Version	Date
Tom Walsh , CISO		1.0	
Amanda Williams , CEO		1.0	

The Responsible Party has reviewed the Incident Response Plan and delegates the responsibility for mitigating harm to the organization to the Incident Handler. During times when a high or critical cyber security incident is underway this responsibility is entrusted to the Incident Handler or their delegate.

INCIDENT HANDLER

The Incident Handler has reviewed the Security Incident Response Plan and acknowledges that, when a high or critical cyber security incident is underway, responsibility for managing the incident is entrusted to the Incident Handler or their delegate. The Incident Handler or their delegate is expected to handle the incident in a way that mitigates further exposure of the organization. The incident will be handled according to process including identification, containment, eradication, recovery, and lessons learned.

Incident Party Name and Title	Incident Party Signature	Version	Date
Incident Handler (lead), John Smith		1.0	
Incident Handler (backup), Jane Doe		1.0	

REFERENCES

- National Institute of Standards and Technology (NIST), NIST Special Publication 800-61 Revision 2, http://nvlpubs.nist.gov/nistpubs/SpecialPublications/NIST.SP.800-61r2.pdf
- SysAdmin, Audit, Network & Security (SANS), https://www.sans.org/reading-room/whitepapers/incident
- SysAdmin, Audit, Network & Security (SANS), https://www.sans.org/reading-room/whitepapers/incident/incident-handlers-handbook-33901
- SANS incident handling forms (SANS), https://www.sans.org/score/incident-forms
- SANS GIAC Certifications – Incident Handler’s Handbook, https://sansorg.egnyte.com/dl/6Btqoa63at/?