

Improper Computer Usage Playbook

**Authorised by** **:**

**Date issued or last reviewed/revised** **:**

**Date last exercised** **:**

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# Document Control

## Document Revision

|  |  |  |  |
| --- | --- | --- | --- |
| Version | Author | Issue Date | Changes |
| 0.1 | Name | XX/XX/2025 | Initial Draft |
| 0.2 |  | XX/XX/XXXX | Draft Review |
| 1.1 |  | XX/XX/XXXX | Final release |

# Assumptions & Disclaimer

## Assumptions

* This playbook must be followed by an experienced Incident Response Team
* This playbook is reviewed and updated as part of the post-incident review exercise at the end of each similar incident
* This playbook must be approved by the relevant stakeholders
* This playbook is accessible by the Incident Response Team
* Perform a continuous impact assessment during the incident treatment
* Additional logs collection might be required throughout the incident treatment

## Disclaimer

This playbook is to be followed by an experienced Incident Response Team. The steps defined in this document, in the different workflows available in the NIST incident handling categories section, are presumed to be validated and approved by the appropriate stakeholders in the organisation. In case of an incident falling under this playbook category, the Incident Response Team will follow the process described below and will presume that their actions are approved in applying the appropriate security control to reduce the threat identified.

Incident Response Teams must maintain their knowledge of products, processes, and systems and ensure access to systems is adequate and accessible in the event of an incident.

The organisation following this playbook must be aware of the applicable laws, regulations, and compliance obligations such as GDPR, PCI and NDB schemes etc.

# Background

Improper computer usage is defined as the use of the organisation-owned or managed devices to perform improper or illegal activities that can result in business, technical, and reputation damage. It also includes the use of systems, services, or devices in breach of the organisation's policies, procedures and obligations to applicable laws and compliance regulations.

According to NIST, Improper Usage is defined as any incident resulting from the violation of an organisation’s acceptable usage policies by an authorised user, for example, a user installing file-sharing software, leading to the loss of sensitive data; or a user performing illegal activities on a system.[[1]](#footnote-1)

According to NIST Special Publication 800-61 rev 2, an incident response process contains four main phases: preparation, detection and analysis, containment/eradication/recovery, and post-incident activity. Descriptions for each are included below:

|  |  |  |  |
| --- | --- | --- | --- |
| **Prepare** | **Detect & Analyse** | **Contain, Eradicate & Recover** | **Post-Incident Handling** |
| The initial phase is where organisations will perform preparatory measures to ensure that they can respond effectively to incidents if and when they are uncovered.  This should also include regular testing of playbooks to ensure they are robust, easy to follow and incorporate any recent learnings | The second phase is where organisations should strive to detect and validate incidents rapidly because infections can spread through an organisation within a matter of minutes.  Early detection can help an organisation minimise the number of infected systems, which will lessen the magnitude of the recovery effort and the amount of damage the organisation sustains as a result of the incident. | The third phase, containment, has two major components: stopping the spread of the attack and preventing further damage to systems. It is important for an organisation to decide which methods of containment to employ early in the response. Organisations should have strategies and procedures in place for making containment-related decisions that reflect the level of risk acceptable to the organisation. | Because the handling of Improper Computer Usage incidents can be extremely expensive, it is particularly important for organisations to conduct a robust assessment of lessons learned after major Improper Computer Usage incidents to prevent similar incidents from occurring. |

The Incident Response Plan (IRP) may contain references to the organization-defined playbooks. The playbooks will define the steps to follow in case of a specific incident, in this current playbook (Improper Computer Usage). In case of an incident, it is recommended to refer to the IRP. If an incident response is covered in a playbook, the use of the playbook takes priority on the IRP.

This playbook will not cover the areas below that might already be available in the IRP.

The IRP may cover the areas below:

* Data Categories for Tracking Incidents
* Types of Incident Detection Channels
* Incident prioritisation matrix and triage process
* Incident Response Workflow
* Incident Root-cause Framework
* Incident Response Lifecycle
* Incident Response Checklist (During)
* Post-Incident checklist (After)
* Incident Response Performance Metrics
* Incident Response Process/Procedures/Playbook List
* Roles and Responsibilities
* Incident Response Team
* Incident Response Team Organisational Structures
* The communication process in case of an incident
* Checklist for Communicating with Media
* Incident Communication Memo to Employees - Template
* Sample Customer Notification Letter - Template
* Response Plan for Compromise of Personal Information - Template
* Incident evidence collection log

For any information related to the above, please refer to the Incident Response Plan.

# Objectives

## Proactive Response

A playbook helps security teams optimise their actions for efficiency and productivity. Your security team can plan and prioritise their actions in a methodical and repeatable fashion. Following a playbook, your team will have the best chance to respond and contain incidents when and where they occur.

## Quick Containment

Time and speed are crucial in assessing the environment and risk in the context of your business. Playbooks give a complete view of the necessary tasks to capture the data needed to support proper recovery and forensics. The efficiency a playbook brings to a security team allows for quick responses to finding the source of the attack, following lateral movement across the organisation, and taking the proper steps to mitigate damage.

## Effective Remediation

Playbooks facilitate security processes, mitigation plans, and smooth communication between multiple departments. By working methodically through data collection, analysis, and communications, you improve the odds for effective eradication, recovery with integrity, and forensic-quality reporting.

# Readiness

Incident Response Teams function in a state of constant readiness. A security incident can occur at any time of day or night so Incident Response Teams should always be prepared to respond.

A state of readiness involves checking their processes, procedures, tools, and access in the downtime to ensure that when an incident occurs, they are familiar with the processes and tools involved to reduce wasted time and effort.

## General Readiness

* Ensure that the organisation has an Incident Response Plan (IRP) that is up to date, reviewed, approved by the appropriate stakeholders, authorised by the appropriate executive, and communicated to the appropriate teams (Incident Response Teams, IT Support Team, IT Team).
* Ensure that the required playbooks to support the IRP exists or are being developed.
* Ensure that the playbooks and all required processes and procedures in responding to an incident are referred to in the IRP.
* Ensure that the organisation has a functioning knowledge base tool.
* Ensure that the required users have access to the organisation’s knowledge base.
* Ensure that the organisation has a training plan in place to upskill the employees in the required area that will speed up their reaction in dealing with a threat.

## Prepare Phase Readiness

* Ensure access to the breached systems.
* Ensure the required access and training in the tools needed in this phase to handle the incident.
* Ensure work instructions/processes/procedures required in this phase are up to date.
* Ensure that the learnings from the previous similar incident are included in the knowledge base.
* Ensure access to the RACI matrix to identify the point of escalations.
* Ensure access to escalation paths.
* Ensure access to contact details (email, phone number) of the stakeholders designated as points of escalation.
* Ensure access to contact details (email, phone number) of the appropriate contact in the legal team.
* Ensure access to contact details (email, phone number) of the appropriate contact in the Governance and Compliance Team (GRC).
* Ensure access to contact details (email, phone number) of the appropriate contact in the marketing/communication team.
* Ensure access to contact details of vendors for the tools used and authority to engage vendor support teams where applicable and escalation contact details.

## Detect Phase Readiness

* Ensure the required access and training in the tools needed in this phase to handle the incident.
* Ensure work instructions/processes/procedures required in this phase are up to date.
* Ensure that the learnings from the previous similar incidents are included in the knowledge base.
* Ensure that detection tuning learnings from previous incidents have been updated in the appropriate toolsets.
* Ensure toolsets are up to date.

## Analyse Phase Readiness

* Ensure the required access and training in the tools needed in this phase to handle the incident.
* Ensure work instructions/processes/procedures required in this phase are up to date.
* Ensure toolsets are up to date.

## Contain Phase Readiness

* Ensure the required access and training in the tools needed in this phase to handle the incident.
* Ensure work instructions/processes/procedures required in this phase are up to date.
* Ensure good functioning of firewalls and other network devices.
* Ensure that tools such as SIEM, IDS, Scanners, and Antiviruses are updated.
* Ensure that firewall rules are documented.
* Ensure access to the organisation’s risk framework, process, and acceptance criteria.
* Ensure access (read and write) to the organisation’s asset register to update the status of the affected assets.

## Eradicate Phase Readiness

* Ensure the required access and training in the tools needed in this phase to handle the incident.
* Ensure work instructions/processes/procedures required in this phase are up to date.
* Ensure that the Incident Response Team is aware of the communication plan in the event of incidents.

## Recover Phase Readiness

* Ensure the required access and training in the tools needed in this phase to handle the incident.
* Ensure work instructions/processes/procedures required in this phase are up to date.
* Ensure that the learnings from the previous similar incident are included in the knowledge base.
* Ensure that tools such as SIEM, IDS, Scanners, and Antiviruses are updated.
* Ensure that cloud services and other data stores are synchronised.
* Ensure that any network changes are documented.
* Ensure any existing related risks are reviewed, reassessed, and updated.
* Create any risk items identified.

## Post-Incident Handling Phase Readiness

* Ensure the required access and training in the tools needed in this phase to handle the incident.
* Ensure work instructions/processes/procedures required in this phase are up to date.
* Ensure that the learnings from the previous similar incident are included in the knowledge base.

# NIST Incident Handling Categories

## NIST Framework Incident Response Life Cycle

[[2]](#footnote-2)Lifecycle diagram from NIST Computer Incident Handling Guide SP 800-61 Revision 2

**Preparation**[[3]](#footnote-3)

Incident response methodologies typically emphasise preparation—not only establishing an incidentresponse capability so that the organisation is ready to respond to incidents, but also preventing incidentsby ensuring that systems, networks, and applications are sufficiently secure. Although the incident response team is not typically responsible for incident prevention, it is fundamental to the success of incident response programs.

**Detection & Analysis**[[4]](#footnote-4)

In the event of an incident, the Incident Response Team must detect and identify the type of incident occurring. In addition, it is necessary to collect the relevant data (logs, files, information) to be analysed. Once the above is completed, it is required to document the incident, prioritise it then communicate it to the appropriate authorities. The legal team of the organisation should be notified in the case of an event occurring that falls under the Notifiable Data Breaches (NDB) scheme.

**Containment, Eradication & Recovery**[[5]](#footnote-5)

Once the incident is identified, the Incident Response Team should be able to plan a strategy to stop the breach and reduce the risk of the threat spreading, therefore starting the recovery phase.

**Post Incident Activity**[[6]](#footnote-6)

Once an incident is resolved, the next step for the team is to go back to the beginning and prepare for the next incident; input from each new incident should help inform the preparation process, whether by adding new information about new threats or simply as a means of fine-tuning procedures that are part of the incident management process. Post-Incident Review is one of the main activities of this phase, and it includes the review and update of the incident playbook and the update of the knowledgebase.

Periodic risk assessments of systems and applications should determine what risks are posed by combinations of threats and vulnerabilities. This should include understanding the applicable threats, including organisation-specific threats. Each risk should be prioritised, and the risks can be mitigated, transferred, or accepted until a reasonable overall level of risk is reached. Another benefit of conducting risk assessments regularly is that critical resources are identified, allowing staff to emphasise monitoring and response activities for those resources.[[7]](#footnote-7)

The objectives of using the NIST Framework are the following:

* A better understanding and management of cybersecurity risks
* A decrease in cybersecurity risks
* Prioritisation of cybersecurity activities
* Prioritisation in cybersecurity investments and maximisation of the impact of each dollar spent on cybersecurity
* Define a common language to communicate inside and outside an organisation
* Improvement of communications, awareness, and understanding between and among IT, planning, and operating units, as well as senior executives
* Defined cybersecurity posture

## Prepare

The initial phase is where organisations will perform preparatory measures to ensure that they can respond effectively to incidents if and when they are uncovered.

The organisation should have an Incident Response Plan (IRP) well documented, thoroughly explaining the roles and responsibilities of the employees/teams involved in the incident handling process. The plan must be tested to assure that your employees will perform as they were trained.

Additional procedures might be followed according to the organisation's systems and service structure.



Below are the detailed descriptions of the steps referred to in the diagram above:

|  |  |  |  |
| --- | --- | --- | --- |
| **Reference** | **Step** | **Description** | **Ownership/Responsibility** |
| 7.2.1 | Ensure that the IR team is aware and educated on the organisation’s policies | Identify the organisation’s policies, understand them, and ensure a regular review and awareness of the organisation’s new controls or updates on current policies | Incident Response Team |
| 7.2.2 | Ensure that the organisation have the appropriate policies in place | Perform an internal audit to ensure that the appropriate policies are defined and applied | Governance and Compliance Team (GRC) |
| 7.2.3 | Determine Core Ops Team & Define Roles | Define roles and responsibilities in case of an incident and define the points of escalation | Incident Response Team and IT Team and Leadership team (CISO, CIO, CTO…etc) |
| 7.2.4 | Determine if there is a regulatory impact | Identify if any regulatory breach as a result of the Improper Computer Usage incident | Incident Response Team  Governance and Compliance Team (GRC)  Legal Team |
| 7.2.5 | Determine business & technical impacts due to the incident | Define the organisation’s business and technical impact as a result of an Improper Computer Usage incident | Incident Response Team |
| 7.2.6 | Conduct baseline activity & gather relevant information | Perform the defined steps to collect meaningful data | Incident Response Team |

## Detect

The second phase is where organisations should strive to detect and validate incidents rapidly because infections can spread through an organisation within a matter of minutes. Early detection can help an organisation minimise the number of infected systems, which will lessen the magnitude of the recovery effort and the amount of damage the organisation sustains as a result of the incident.



Below are the detailed descriptions of the steps referred to in the diagram above:

|  |  |  |  |
| --- | --- | --- | --- |
| **Reference** | **Step** | **Description** | **Ownership/Responsibility** |
| - | Define Threat Indicators | Decision box to illustrate the two paths possible (follow standard threat indicator or custom threat indicators) | Incident Response Team |
| 7.3.1 | Standard | An Indicator represents an atomic piece of information that has some intelligence value, and there is a standard threat indicator that is predefine and makes the process smoother  Sub steps: 7.3.1.1 – 7.3.1.7 | Incident Response Team |
| 7.3.2 | Custom | An Indicator represents an atomic piece of information that has some intelligence value. There are custom threat indicators according to the type of incident or threat  Sub steps: 7.3.2.1 | Incident Response Team |
| 7.3.3 | Categorise Incident | Define the category of the incident to then define its priority and the escalation level | Incident Response Team |
| 7.3.4 | Identify the policy breached | Determine the organisation policy that has been breached | Incident Response Team |
| 7.3.5 | Identify the controls breached | List the controls that have been breached from the policy identified | Incident Response Team |

Below is the second layer of the steps described above:

|  |  |  |  |
| --- | --- | --- | --- |
| **Reference** | **Step** | **Description** | **Ownership/Responsibility** |
| 7.3.1.1 | Increase in spam emails delivered to the user’s email account | Check the number of spam items for any commonalities | Incident Response Team |
| 7.3.1.2 | Indication of large emails being sent or received by a user | Check the email traffic size | Incident Response Team |
| 7.3.1.3 | An excessive amount of web browsing traffic or downloads | Check the web browsing traffic | Incident Response Team |
| 7.3.1.4 | Unexplained malware, adware, spyware, or virus infections on computer systems | Check for an increase in malware events (detected, blocked, or allowed). Consider focussing on affected users involved in a breach | Incident Response Team |
| 7.3.1.5 | Notification from other employees, partners, or vendors | Check for notifications from vendors, partners, law enforcement, and employees | Incident Response Team |
| 7.3.1.6 | Web filtering alerts of access or attempted access to unauthorised websites | Check for anomalous web activity or an increase in attempts to access blocked content or sites | Incident Response Team |
| 7.3.1.7 | Use of unauthorised communication methods or network protocols | Check for attempts to use unauthorised communication methods e.g., IRC, unauthorized IM clients, etc | Incident Response Team |
| 7.3.2.1 | Custom Indicators | Indicators of a threat or security incident that are predefined by an organisation according to the previous threats identified | Incident Response Team |

## Analyse

During this phase, collected data and information is analysed to confirm the incident scope and impact and determine possible containment and eradication techniques and tasks.



Below are the detailed descriptions of the steps referred to in the diagram above:

|  |  |  |  |
| --- | --- | --- | --- |
| **Reference** | **Step** | **Description** | **Ownership/Responsibility** |
| - | Define risk factors | Decision box to illustrate the two paths possible (follow standard risk factors or custom risk factors) | Governance, Risk and Compliance Team (GRC)  Incident Response Team |
| 7.4.1 | Standard | Define standard risk factors according to the organisation’s risk management process and acceptance criteria that have a privacy impact, a business impact, and technical impact  Sub steps: 7.4.1.1 –7.4.1.12 | Governance, Risk and Compliance Team (GRC)  Incident Response Team |
| 7.4.2 | Custom | Define custom risk factor  Sub steps: 7.4.2.1 | Governance, Risk and Compliance Team (GRC)  Incident Response Team |
| 7.4.3 | Log Collection | Review: email logs, proxy logs, system logs, application logs, workstation logs | Incident Response Team  IT Support team  IT Team |
| 7.4.4 | Evidence Collection | Gathering of all the evidence related to the incident | Incident Response Team  IT Team  Support Team |
| 7.4.5 | Data Capture | Capture data and prepare for analysis. Capture data in raw format if available. | Incident Response Team  IT Team |
| 7.4.6 | Analysis | Analyse the evidence before moving to the containment phase | Incident Response Team  IT Team  Support Team |

Below is the second layer of the steps described above:

|  |  |  |  |
| --- | --- | --- | --- |
| **Reference** | **Step** | **Description** | **Ownership/Responsibility** |
| 7.4.1.1 | PII or other protected information has been compromised | Identify if any PII information has been exposed or placed at risk | Incident Response Team |
| 7.4.1.2 | Customers are affected by this incident | Identify the customers that may have been impacted by this attack | Incident Response Team |
| 7.4.1.3 | Public or personal safety affected | Check if public and personal safety has been impacted or placed at risk | Incident Response Team |
| 7.4.1.4 | There is internal knowledge of the incident | Ensure that the communication around the incident is controlled and managed | Incident Response Team |
| 7.4.1.5 | Ability to control, record, measure, or track any significant amounts of inventory, products, cash, or revenue lost | Identify the losses linked to the incident | Incident Response Team |
| 7.4.1.6 | Products, goods, or services are affected by this attack | Identify the products and services that have been impacted by the incident | Incident Response Team |
| 7.4.1.7 | System(s) have been affected | Identify the systems that have been impacted | Incident Response Team |
| 7.4.1.8 | Worst-case business impact if unable to mitigate this attack | Identify the risks related to the incident and the mitigations methods | Incident Response Team |
| 7.4.1.9 | There is external knowledge of the incident | Ensure that the communication around the incident is controlled and managed | Incident Response Team |
| 7.4.1.10 | Vulnerability or services have been exploited | Identify the spread of the vulnerability within the organisation | Incident Response Team |
| 7.4.1.11 | IT services are impacted | Identify the department that has been impacted | Incident Response Team |
| 7.4.1.12 | Data has been compromised | Identify and categorise the data that has been compromised | Incident Response Team |
| 7.4.2.1 | Custom Factors | Identify the risk management process in specific scenarios unique to the organisation | Governance, Risk and Compliance Team (GRC)  Incident Response Team |

## Contain

The third phase, containment, has two major components: stopping the spread of the attack and preventing further damage to systems. An organisation needs to decide which methods of containment to employ early in the response. Organisations should have strategies and procedures in place for making containment-related decisions that reflect the level of risk acceptable to the organisation.



Below are the detailed descriptions of the steps referred to in the diagram above:

|  |  |  |  |
| --- | --- | --- | --- |
| **Reference** | **Step** | **Description** | **Ownership/Responsibility** |
| 7.5.1 | Additional information gathering | Identify: systems affected, user credentials compromised or at risk, malicious code on any systems, types of network protocols being utilised, means and methods used by the suspected offender, any person that may have received data from the suspect, residual data that remain related to the suspected offence, any undiscovered suspicious files, programs, or data, tools used to detect the misuse  Sub steps: 7.5.1.1 – 7.5.1.18 | Incident Response Team  IT Team |
| 7.5.2 | Obtain forensics image of user workstation | Gather the forensic image of the affected device | Incident Response Team  IT Team |
| 7.5.3 | Re-image the system that has been affected | Re-image the systems that have been impacted | Incident Response Team  IT Team |
| 7.5.4 | Password reset of accounts breached | Identify the accounts that have been breached and reset of account password of this breached account | Incident Response Team  IT Team |
| 7.5.5 | Monitor the impacted systems for 48h | Ensure to monitor the impacted systems for a defined period | Incident Response Team  IT Team |
| 7.5.6 | Patch systems that have been identified as points of breach | Patch systems | Incident Response Team  IT Team |
| 7.5.7 | Execute a full AV scan on an endpoint | Perform AV scan on selected endpoints | Incident Response Team  IT Team |
| 7.5.8 | Apply firewall rules and local AV changes | Firewall rules update | Incident Response Team  IT Team |

Below is the second layer of the steps described above:

|  |  |  |  |
| --- | --- | --- | --- |
| **Reference** | **Step** | **Description** | **Ownership/Responsibility** |
| 7.5.1.1 | Server | Check, isolate, and list servers that have been corrupted | Incident Response Team  IT Team |
| 7.5.1.2 | Desktop | Check, isolate, and list desktops that have been corrupted | Incident Response Team  IT Team |
| 7.5.1.3 | Laptop | Check, isolate, and list laptops that have been corrupted | Incident Response Team  IT Team |
| 7.5.1.4 | Mobile | Check, isolate, and list mobiles that have been corrupted | Incident Response Team  IT Team |
| 7.5.1.5 | VM | Check, isolate, and list virtual machines that have been corrupted | Incident Response Team  IT Team |
| 7.5.1.6 | LDAP Directory | Check, isolate, and list LDAP Directory that has been corrupted | Incident Response Team  IT Team |
| 7.5.1.7 | Select Database | Choose a database for observation | Incident Response Team |
| 7.5.1.8 | Query Database | Extract data from the chosen database | Incident Response Team |
| 7.5.1.9 | Generate Report | Generate the report to identify the abnormal activity | Incident Response Team |
| 7.5.1.10 | View Report | Generate a report on the compromised users and credentials | Incident Response Team |
| 7.5.1.11 | View Record Details | Check the details of the record | Incident Response Team |
| 7.5.1.12 | Select Records | Select records | Incident Response Team |
| 7.5.1.13 | Copy Record Details | Copy records details | Incident Response Team |

|  |  |  |  |
| --- | --- | --- | --- |
| 7.5.1.14 | SIEM | Security information and event management systems are used to provide real-time analysis of security alerts generated by applications and network hardware. This tool should be used, monitored, and owned by the organisation’s security operation centre (SOC) | Incident Response Team |
| 7.5.1.15 | IDS | Use a monitoring system such as IDS | Incident Response Team |
| 7.5.1.16 | Firewall | Check firewall logs for evidence of unauthorised connection attempts | Incident Response Team  IT Team |
| 7.5.1.17 | Antivirus | Implemented and updated | Incident Response Team  IT Team |
| 7.5.1.18 | Network Monitoring Tools | Installed and functioning | Incident Response Team  IT Team  Support Team |

## Eradicate

The fourth phase, eradicate, refers to the removal of the threat and its immediate recurrence.



Below are the detailed descriptions of the steps referred to in the diagram above:

|  |  |  |  |
| --- | --- | --- | --- |
| **Reference** | **Step** | **Description** | **Ownership/Responsibility** |
| 7.6.1 | Triage & confirm the incident report | Access and analyse the incident report  Sub steps: 7.6.1.1 – 7.6.1.2 | Incident Response Team |
| 7.6.2 | HR/Employee communications | Check if the communication channels have been corrupted then communicate the identification of the incident using the right channels of communication and targeting the right audience (escalation point). Ensure that the incident is escalated and managed by the HR department and involves the employee causing the breach  Sub steps: 7.6.2.1 – 7.6.2.6 | Incident Response Team  IT Team |
| 7.6.3 | Eradicate offence | Make sure to eradicate the attack  Sub steps: 7.6.3.1 – 7.6.3.3 | Incident Response Team  IT Team |

Below is the second layer of the steps described above:

|  |  |  |  |
| --- | --- | --- | --- |
| **Reference** | **Step** | **Description** | **Ownership/Responsibility** |
| 7.6.1.1 | Request network configuration updates | Request a network configuration updates and patching if required | Incident Response Team  IT Team |
| 7.6.1.2 | Request endpoint policy updates | Request endpoint policy updates and uplift | Incident Response Team  IT Team  Dev Team |
| 7.6.2.1 | Conference Call | Check if this communication channel is corrupted and if not, this channel can be used as Business as Usual. Inform the selected audience about the breach via conference call | Incident Response Team  IT Team |
| 7.6.2.2 | Intranet Meeting | Check if this communication channel is corrupted, and if not, this channel can be used as Business as Usual. Inform the selected audience about the breach via Intranet Meeting | Incident Response Team  IT Team |
| 7.6.2.3 | Internet Meeting | Check if this communication channel is corrupted and if not, this channel can be used as Business as Usual. Inform the selected audience about the breach via Internet Meeting | Incident Response Team  IT Team |
| 7.6.2.4 | Direct Phone Call | Check if this communication channel is corrupted and if not, this channel can be used as Business as Usual. Inform the selected audience about the breach via direct phone call | Incident Response Team  IT Team |
| 7.6.2.5 | In-Person Meeting | Check if this communication channel is corrupted and if not, this channel can be used as Business as Usual. Inform the selected audience about the breach in-person meeting | Incident Response Team  IT Team |

|  |  |  |  |
| --- | --- | --- | --- |
| 7.6.2.6 | Mobile Messaging | Check if this communication channel is corrupted and if not, this channel can be used as Business as Usual. Inform the selected audience about the breach via mobile messaging | Incident Response Team  IT Team |
| 7.6.3.1 | Interview the employee | Communicate to the employee involved in the breach the potential impact(s) and obligations of staff to adhere to organisational policies, procedures, and standards | HR Team  GRC Team |
| 7.6.3.2 | Add, change, or remove the affected system, site, or network | Ensure that the affected system is in quarantine and removed | Incident Response Team |
| 7.6.3.3 | Gather and store forensic data | Gather forensic data and perform analysis and summarise the issues. Store for as long as required and destroy only with the appropriate approvals obtained | Incident Response Team  IT Team |

## Recover

Develop and implement appropriate activities to maintain plans for resilience and to restore any capabilities or services that were impaired due to a cybersecurity incident. The Recover Function supports timely recovery to normal operations to reduce the impact of a cybersecurity incident. Examples of outcome Categories within this Function include Recovery Planning; Improvements.



Below are the detailed descriptions of the steps referred to in the diagram above:

|  |  |  |  |
| --- | --- | --- | --- |
| **Reference** | **Step** | **Description** | **Ownership/Responsibility** |
| 7.7.1 | Recover systems | Recover systems that have been touched by the incident by making sure to have a backup process defined, a disaster recovery process and a backup policy, and make sure to roll back systems modified during the containment phase  Sub steps: 7.7.1.1 – 7.7.1.3 | Incident Response Team |
| 7.7.2 | Incident remediation | Make sure that the incident has been remediated  Sub task: 7.7.2.1 – 7.7.2.4 | Incident Response Team |
| 7.7.3 | Validation & Assurance | The following assurance considerations should be considered during the recovery phase:   * Perform a baseline vulnerability scan * Perform penetration testing * Ensure configuration adheres to best practice * Perform a code review if relevant * Document the findings gathered from the assessment above   Update the risk and issue registers with the findings and prioritised them | Incident Response Team  IT Team |

Below is the second layer of the steps described above:

|  |  |  |  |
| --- | --- | --- | --- |
| **Reference** | **Step** | **Description** | **Ownership/Responsibility** |
| 7.7.1.1 | Reimage | Reimage the device from a known good source of the corporate SOE or vendor-supplied restore media | Incident Response Team |
| 7.7.1.2 | IDS/IPS & firewall updates | Update the organisation’s monitoring and controls systems and keep these up to date | Incident Response Team |
| 7.7.1.3 | Apply network monitoring system updates | Update network monitoring systems | Incident Response Team |
| 7.7.2.1 | Wipe & baseline system | Baseline breached systems | Incident Response Team |
| 7.7.2.2 | Scan host with updated signature | Perform AV scan on the breached device after updates applied | Incident Response Team |
| 7.7.2.3 | Scan file share with updated signature | Updated scan of file share | Incident Response Team |
| 7.7.2.4 | Remove vulnerabilities & update routers | Vulnerability assessment report findings review and remove vulnerabilities according to findings | Incident Response Team |

## Post-Incident

Because the handling of Improper Computer Usage incidents can be extremely expensive, it is particularly important for organisations to conduct a robust assessment of lessons learned after major Improper Computer Usage incidents to prevent similar incidents from occurring.



Below are the detailed descriptions of the steps referred to in the diagram above:

|  |  |  |  |
| --- | --- | --- | --- |
| **Reference** | **Step** | **Description** | **Ownership/Responsibility** |
| 7.8.1 | Incident review | It is necessary to include an incident review in the Incident management process | Incident Response Team (IRP) |
| 7.8.2 | Lessons uncovered | Identify the items that require improvements such as policy updates, new controls to implement, new standards or frameworks to implement, etc.  Sub steps: 7.8.2.1 – 7.8.2.4 | Incident Response Team |
| 7.8.3 | Lessons applied | Determine what worked well in the organisation’s response plan and opportunities for improvement. Lessons learned from both mock and real events will help strengthen systems against future attacks.  Sub steps: 7.8.3.1 – 7.8.3.3 | Incident Response Team |
| 7.8.4 | Response workflow updated | Check that the new configurations are in place via the performance of internal audits and following a continuous improvement process | IT Team  Incident Response Team |
| 7.8.5 | Update of the knowledgebase | Add the new processes or procedures used in this incident to the organisation knowledgebase | IT Team  Incident Response Team |
| 7.8.6 | Update Risk Register | Update the risk register to define the new level of the risk and define its new status | Incident Response Team  GRC Team |

Below is the second layer of the steps described above:

|  |  |  |  |
| --- | --- | --- | --- |
| **Reference** | **Step** | **Description** | **Ownership/Responsibility** |
| 7.8.2.1 | Discovery meeting | Once the investigation is complete, hold an after-action meeting with all Incident Response Team members and discuss what was learned from the incident | Incident Response Team |
| 7.8.2.2 | Policy updates defined | Define the uplift required to improve the organisation’s security policies to embed them in the organisation | Incident Response Team  IT Team  Governance & Compliance Team  Leadership Team (C-Level) |
| 7.8.2.3 | Process updates | Update processes to ensure the inclusion of the new steps identified as missing to ensure an improved security posture | All organisation |
| 7.8.2.4 | Configuration updates defined | Implement the configuration updates as required to strengthen systems against future attacks | Incident Response Team  IT Team |
| 7.8.3.1 | Policies implemented | Once policies are updated, these have to be implemented and communicated within the organisation. Owners should be defined for each policy and the review date should be determined | Policy Owners |
| 7.8.3.2 | Process changes implemented | Implementation of the uplifted or updated processes | Policy Owners  Organisational Change management Team  The project team in charge of the process update project |
| 7.8.3.3 | Configurations applied | Check that the updated configurations are in place and following a continuous improvement process | IT Team |

# Glossary

BC: Business Continuity

CIO: Chief Information Officer

CISO: Chief Information Security Officer

CTO: Chief Technology Officer

DDOS: Distributed Denial Of Service (attack)

DOS: Denial Of Service (attack)

DR: Disaster Recovery

GRC: Governance Risk & Compliance

IDS: Intrusion Detection System

IPS: Intrusion Prevention System

IR Team: Incident Response Team

IRP: Incident Response Plan

ISP: Internet Source Provider

IT: Information Technology

LDAP: Lightweight Directory Access Protocol

Malware: Malware is any software intentionally designed to cause damage to a computer, server, client, or computer network

MB: Megabyte

NDB: Notifiable Data Breach

Procedure: A document written to support a specific process

Process: A series of actions or steps taken to achieve a particular end state

SIEM: Security Information and Event Management

SOC: Security Operation Centre

VM: Virtual Machine

1. <https://nvlpubs.nist.gov/nistpubs/SpecialPublications/NIST.SP.800-61r2.pdf> [↑](#footnote-ref-1)
2. NIST Computer Incident Handling Guide SP 800-61 Revision 2: <https://nvlpubs.nist.gov/nistpubs/SpecialPublications/NIST.SP.800-61r2.pdf> [↑](#footnote-ref-2)
3. NIST Computer Incident Handling Guide SP 800-61 Revision 2: <https://nvlpubs.nist.gov/nistpubs/SpecialPublications/NIST.SP.800-61r2.pdf> [↑](#footnote-ref-3)
4. NIST Computer Incident Handling Guide SP 800-61 Revision 2: <https://nvlpubs.nist.gov/nistpubs/SpecialPublications/NIST.SP.800-61r2.pdf> [↑](#footnote-ref-4)
5. NIST Computer Incident Handling Guide SP 800-61 Revision 2: <https://nvlpubs.nist.gov/nistpubs/SpecialPublications/NIST.SP.800-61r2.pdf> [↑](#footnote-ref-5)
6. NIST Computer Incident Handling Guide SP 800-61 Revision 2: <https://nvlpubs.nist.gov/nistpubs/SpecialPublications/NIST.SP.800-61r2.pdf> [↑](#footnote-ref-6)
7. NIST Computer Incident Handling Guide SP 800-61 Revision 2: <https://nvlpubs.nist.gov/nistpubs/SpecialPublications/NIST.SP.800-61r2.pdf> [↑](#footnote-ref-7)