INCIDENT RESPONSE PLAYBOOK

IRP #9 MALWARE ON SMARTPHONE

How to handle a suspicious smartphone

RTL

PREPARATION

OBJECTIVE: ESTABLISH CONTACTS, DEFINE PROCEDURES, GATHER INFORMATION TO SAVE TIME DURING AN INCIDENT.

Mobile helpdesk must have a defined process in case of a suspected malware infection: replace the smartphone of the user with a new one and isolate the suspicious device for analysis by the forensic investigator.

A good knowledge of the usual activity of the smartphone is appreciated (default and extra tools running on it). A smartphone support expert can be helpful to assist the forensic investigator.

It is recommended to:

- Enable logging (MDM, applications list or else)
- Install Antivirus/Security apps over smartphone
- Configure a VPN to analyze network activity

For Forensic:

- For Android:
  - Activate Developer options with USB Debugging (be careful it could be a risk, public USB charging facilities for example) or have a process to activate it
  - Unlock OEM options if possible
- Test your extraction routines in advance to make sure they are compatible with your evidence

IDENTIFICATION

OBJECTIVE: DETECT THE INCIDENT, DETERMINE ITS SCOPE, AND INVOLVE THE APPROPRIATE PARTIES.

Main points of notification for suspicious smartphone:

- Antivirus/Security apps raise alerts
- Check for anomalous rights granted to applications
- Anomalous system activity, unusually slow functioning
- Anomalous network activity, slow Internet connection
- The system reboots or shutdowns without reason
- Applications crash unexpectedly
- User receives one or multiple messages, containing unusual characters (SMS, MMS, Bluetooth messages, etc.)
- Increase in phone bill or web activity
- Calls to unknown phone numbers or at unusual hours/days
- A monitoring should be done to check unusual user bill or network activity

Ask the user about his/her usual activity on the smartphone: which websites usually visited, which external applications are installed.

CONTAINMENT

OBJECTIVE: MITIGATE THE ATTACK'S IMPACTS ON THE TARGETED ENVIRONMENT.

Ask the user to provide his/her credentials to access the smartphone including:

- SIM card PIN code
- Smartphone password
- iCloud login/password
- Google Play credentials, backup password…
- Ensure the user is provided with a replacement device to use during the investigation.
- Back up the smartphone data by creating a physical filesystem, logical backup or manual acquisition.
- Put the phone in a faraday bag if available.

After acquisition, remove the battery (if feasible) or put the phone in the airplane mode to block all activity (WiFi, Bluetooth, etc).

Additional actions:

- Remove the SIM to perform additional analysis outside the smartphone.
- Perform an antivirus or security scan of the backup or acquired files on a dedicated forensic station.
- Perform applicable forensic routine base on your use case.

Specific tools should be used by your incident response team to lead forensic investigation on
the smartphone.
Use a dedicated forensic solution to analyze the captured data or the smartphone (Cellebrite, XRY, Oxygen, Axiom, Andriller, etc.)

ERADICATION

OBJECTIVE: TAKE ACTIONS TO REMOVE THE THREAT AND AVOID FUTURE INCIDENTS.

- Remove the identified threat from the smartphone.

Or

- Wipe the infected smartphone and Hard/Soft reset it to factory settings with a pristine firmware.

- Reinsert the SIM card back into the smartphone.

Signal all identified malicious applications still available through marketplaces for removal.

RECOVERY

OBJECTIVE: RESTORE THE SYSTEM TO NORMAL OPERATIONS.

- Selectively reinstall saved data and apps from the backup.

You may consider retaining the device for an additional quarantine period to perform appropriate security checks.

LESSONS LEARNED

OBJECTIVE: DOCUMENT THE INCIDENT'S DETAILS, DISCUSS LESSONS LEARNED, AND ADJUST PLANS AND DEFENSES.

Report

An incident report should be written and made available to all of the actors of the incident.

Following themes should be described:

- Initial detection
- Actions and timelines
- What went right
- What went wrong
- Incident cost
- Indicators of compromise

Capitalize

Actions to improve the smartphone policy should be defined to capitalize on this experience. Debrief the incident with user to improve his/her awareness.