**Incident handler's journal**

**Instructions**

As you continue through this course, you may use this template to record your findings after completing an activity or to take notes on what you've learned about a specific tool or concept. You can also use this journal as a way to log the key takeaways about the different cybersecurity tools or concepts you encounter in this course.

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| **Date:** 16th May 2024  Record the date of the journal entry. | **Entry: 1**  Record the journal entry number. **Tuesday 09:00** |
| Description | Business impact to access to company files, it was reported by several employees that they were unable to access files. A ransom note was left by the attackers stating that they managed to encrypt all data with a privat enryption key which would be decryped if the company payed them a large sum of money. The attackers managed to access the data using targeted email phishing campaigns. |
| Tool(s) used | List any cybersecurity tools that were used. |
| The 5 W's | Capture the 5 W's of an incident.   * **Who** caused the incident?   The incident was caused by a group of hackers that managed to get into the company network by performing a phishing attack.   * **What** happened?   Attackers maliciously accessed and enrypted data using phisihing emails causing disruption to business operations where data was inacessible to employees.   * **When** did the incident occur?   The incident occured Tuesday at 9am   * **Where** did the incident happen?   The incient ocured onsite at the comapnys's US Clinic   * **Why** did the incident happen?   This ocurred due to hackers managing to exploit vulnerabilities in security. Its likely an employee clicked on the link in the email downloading the malware which was installed on the employee's computer. Simultaneously the malicious file encypte company data. |
| Additional notes | In order to mitigate this risk from ocurring, encryption to data should be considered. A Security awareness training program should be provided to employees which will help in educating them on what signs to look for when it comes to any suspicious activity. |

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| Additional notes | Include any additional thoughts, questions, or findings. |

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### Need another journal entry template?

If you want to add more journal entries, please copy one of the tables above and paste it into the template to use for future entries.

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| Reflections/Notes: Record additional notes. |