**Incident handler's journal**

### **Step 2: Review the scenario**

Review the details of the scenario. Consider the following key details:

* A small U.S. health care clinic experienced a security incident on Tuesday at 9:00 a.m. which severely disrupted their business operations.
* The cause of the security incident was a phishing email that contained a malicious attachment. Once it was downloaded, ransomware was deployed encrypting the organization's computer files.
* An organized group of unethical hackers left a ransom note stating that the company's files were encrypted and demanded money in exchange for the decryption key

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| **Date:**  Friday, May 10, 2024 | **Entry:**  1 |
| Description | Provide a brief description about the journal entry. |
| 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? – Malicious actors. Employees launched malicious software. * **What** happened? Phishing email contained link to malicious ransomware. * **When** did the incident occur? ~09:00am * **Where** did the incident happen? Health Care clinic * **Why** did the incident happen? The cause of the security incident was a phishing email that contained a malicious attachment. Once it was downloaded, ransomware was deployed encrypting the organization's computer files. |
| Additional notes | Include any additional thoughts, questions, or findings. Employees can use additional cybersecurity training to recognize and prevent opening phishing email. |

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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. |