Incident handler's journal

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.

Date: November 25, 2024.	**Entry: 1**
Description	Review details of the security incident and document the findings. U.S Health Care clinics specializing in delivering primary-care services were victims of a malicious hacker.
Tool(s) used	N/A
The 5 W's	Capture the 5 W's of an incident. • **Who** caused the incident? An organized group of Unethical Hackers. • **What** happened? Encrypted important company files disrupting business operations, hackers asking for ransomware for decryption • **When** did the incident occur? Incident occurred on Tuesday at 9:00am. • **Where** did the incident happen? U.S Healthcare company • **Why** did the incident happen? The malicious hacker uses phishing on employees to infiltrate the systems by making them click on the emails with malicious file attachments and download them infecting the files, causing them to become encrypted and needing the encryption key to decrypt. With this, the hackers demanded money by installing ransomware.

Additional notes	Does the company give security training to employees?

Date: December 28, 2022	Entry: 2
Description	Retail company experiences a security incident where an individual gained unauthorized access to customer PII and financial information. The malicious individual is asking for $50,000 in cryptocurrency in exchange for the customers' information, making this ransomware.
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? Unauthorized Individual (attacker) • **What** happened? Attacker got ahold of customers' PII and financial information. Using ransomware for the company to pay for their data back. • **When** did the incident occur? December 28, 2022 at 7:20pm. PT • **Where** did the incident happen? Retail Company's E-commerce web application. • **Why** did the incident happen? Attacker found a vulnerability in the e-commerce web application. This vulnerability allowed the attacker to perform a forced browsing attack and access customer transaction data by modifying the order number included in the URL string of a purchase confirmation page.
Additional notes	Vulnerability scans should be done more frequently so incidents like this are less likely to occur.

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

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	    ● **What** happened?
	    ● **When** did the incident occur?
	    ● **Where** did the incident happen?
	    ● **Why** did the incident happen?

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

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.

Reflections/Notes: Record additional notes.