It’s Not If…But When
How to Build Your Cyber Response Plan

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Incident Response Plan (IRP)

Key Questions

- Why is it important to define an incident?
- How do you define an incident?
- How do you define an event?
- How do you define a breach?
- What’s the difference between them? Why should I care?
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Definitions

- Incident Definition (NIST 800-61 r2)
  - NIST says… “A computer security incident is a violation or imminent threat of violation of computer security policies, acceptable use policies, or standard security practices.”

- If we used this definition, we would always be in incident response mode. We all have users! 😊

- Consider appending with: “that has significant potential to lead to the following:
  - Negative impact to the company’s reputation
  - Inappropriate access to PII or PHI or customer data
  - Loss of IP or Funds
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Definitions

Event Definition

- NIST says… ”An event is any observable occurrence in a system or network.”

- “Adverse events are events with a negative consequence, such as system crashes, packet floods (DDoS), unauthorized use of system privileges, unauthorized access to sensitive data, and execution of malware that destroys data.”
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Definitions

- Breach Definition (The “B Word”)  
  “…a security breach in which sensitive, protected, or confidential data is copied, transmitted, viewed, stolen, or used by an individual unauthorized to do so.”

- Be very careful when using that word in communications around an incident.

- Generally occurs when an organization has lost control of certain types of sensitive data
  - PII, PHI, customer data

- Talk to your counsel.
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Roles and Responsibilities

- Identifies each member of the Incident Response Team (IRT)
- Outlines the role of each member
- Details each team member’s responsibilities
- Can define as one single team, or a core team + ad hoc members as needed
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Roles and Responsibilities

- Team Members to include / consider:
  - General Counsel (Legal)
  - CISO / CIO (Management / technical)
  - Technical leads (Network / infrastructure)
  - HR
  - PR/Marketing
  - Risk Management/Insurance
  - Business Leads

- Know who is driving the bus. There are tough decisions ahead.
Incident Response Plan (IRP)

1. System Alert
   - Information Security
   - IR Team Lead Notified
   - Initial Investigation

2. Meets Definition?
   - NO: Event Resolved
   - YES: Incident Declared
     - Incident Response Team Convened

3. Incident Declared
   - Incident Response Team Convened

4. Investigation Conducted
   - Investigation Closed
     - Lessons Learned
     - Mitigation & Remediation Actions

5. Investigation Closed
   - Lessons Learned
   - Mitigation & Remediation Actions

Processes:
- Ticket is Logged
- Help Desk
- End User

External Contacts:
- Law Enforcement
- Regulatory Agencies
- Insurance Carrier
- 3rd Party Forensics
- Outside Counsel
- Notifications
- Media Notifications

Note: Some or all of these activities may be performed. The IRP will make the decision based on the nature and scope of the incident.
Questions?