Breach Response: Planning Pays Off

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“Always plan ahead. It wasn’t raining when Noah built the ark.”

Richard Cardinal Cushing
Defining Multiple Roles and Functions

- Senior or Executive Management
- Information Security
- Information Technology
- Forensic Investigator
- Physical Security
- Legal
- Privacy
- Outside Counsel
- Compliance
- Business Continuity
- Customer Service
- Call Center
- Human Resources
- Benefits / Payroll
- Business Relationship Managers
- Public Relations
- Investor Relations
- Insurance
- Subsidiary Representatives
- Service Provider Representatives
Planning How to Communicate and Make Decisions

- Reporting Channels
- Incident Handlers
- Incident Assessment
- Incident Response Team
- Senior Management & the Board
Understanding Potential Security Issues in Advance

**Threat Actors**
- Nation States
- Hacktivists
- Organized Crime
- Insiders

**Data Breach Incidents**
- Unauthorized Access
- Loss or Theft
- Unauthorized Disclosure or Transmission
- Misappropriation
- Unauthorized Disposal
- Malware Intrusion
- Denial of Service Attack
- Compromised Login Credentials
- Unauthorized Changes
- Suspicious Network Activity

**What’s at risk?**
- Personal Information
- Customer Information
- Company Information
- Business Operations
Testing, Reviewing and Training

Test
- Periodic Testing
- Post-Incident Testing

Review
- Annual and Post-Incident Review
- Update Plan

Train
- Periodic Training
- Practical Training