Continue



Communication

Dace **Tactical Phase**

At this point, the Company is unable to determine the full extent of the damages in the system and/or users' workstations.

The company does not know if the traditional communication channels are still compromised. Therefore, you next task is to suggest:



An alternative communication channel for the IRT members - to continue their tasks.

An alternative communication channel to connect/inform/update with all users about arning ew developments

Write your comments

(SMS) to mobile devices and phone short message serv call

ort message service(SMS) to mobile devices and phone call

Deploy a temporary wifi network using a new access point not compromised

Continue

Analysis 4/5



Risk Factors

Tactical Phase

Event

This event is being launched by know entities.

This event could be exploited for criminal activitie

This kind of event has been recorded before in the company

Dace

Productivity

Customers are affected by this incident.

Products/goods/services are affected by this attack.

control/record/measure/track any significant amounts of inventory/products/cash/revenue has been lost.

You may select more than one risk factor, if needed to complete your analysis.



Risk Factors

Tactical Phase

Based on the Malware detection. Select the risk factors.

You may select more than one risk factor, if needed to complete your analysis.

Information

Internal PII or other protected information at risk of being exposed

External user PII or other protected information at risk of being exposed.

PII or other protected information has been compromised

Stakeholders

There is internal knowledge of

There is external knowledge this incident.

Reputation or company's credibility has been affected.

Social Responsibility

Personnel safety affected

Partners have been affected and contacted regarding this event.

Public or state safety affected.

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Continue

Decision-making

Tactical Phase

ver " No Analyze the SLA, and answer the questions below

Does the service level agreement was adequate to respond to a cyber event?

What aspects do you consider this document lacks to be more effective in the face of an attack?

Write your comments

nclude the entity "cybersecurity event" Reduce response time





Strategic Phase

Set up notification systems to rapidly reach your stakeholders. Employing more than one type of communications platform

SYSTEMS NOTIFICATIONS

SYSTEM NAME

PROVIDER/ARCHITECTURE

Appropriate for

PRIORITY (1 to 5, being 1 the highest)

EJ. Social Media (one to many)

Owner (Company blog) Third party (Facebook)

Time sensitive information/ **Updates**

SMS (one to many)

party(T-Mobile)

nformation/

Third-party(T-Mobile)

ation//critical

ia (one to many)

Third-party(Twitter)

odate

Continue

ace

Print/Save Analysis

Analysis 2/3



Strategic Phase

KEY MESSAGE PLANNER

AUDIENCE

ALL STAKEHOLERS

TOP THREE KEY MESSAGES

DELIVERY CHANNELS & SPOKESPERSON channel(s): SMS

A cyber incident

of communication regarding this

1.

ne network will be down from 4:00 p.m. to 6:00 a m

Law enforcement

The malware has been identified as

channel(s): email, phone call

The malware has been 2.

Joshua Jack Thomas +496335584757

ery initiate within 24 hours

Continue



Print/Save Analysis