

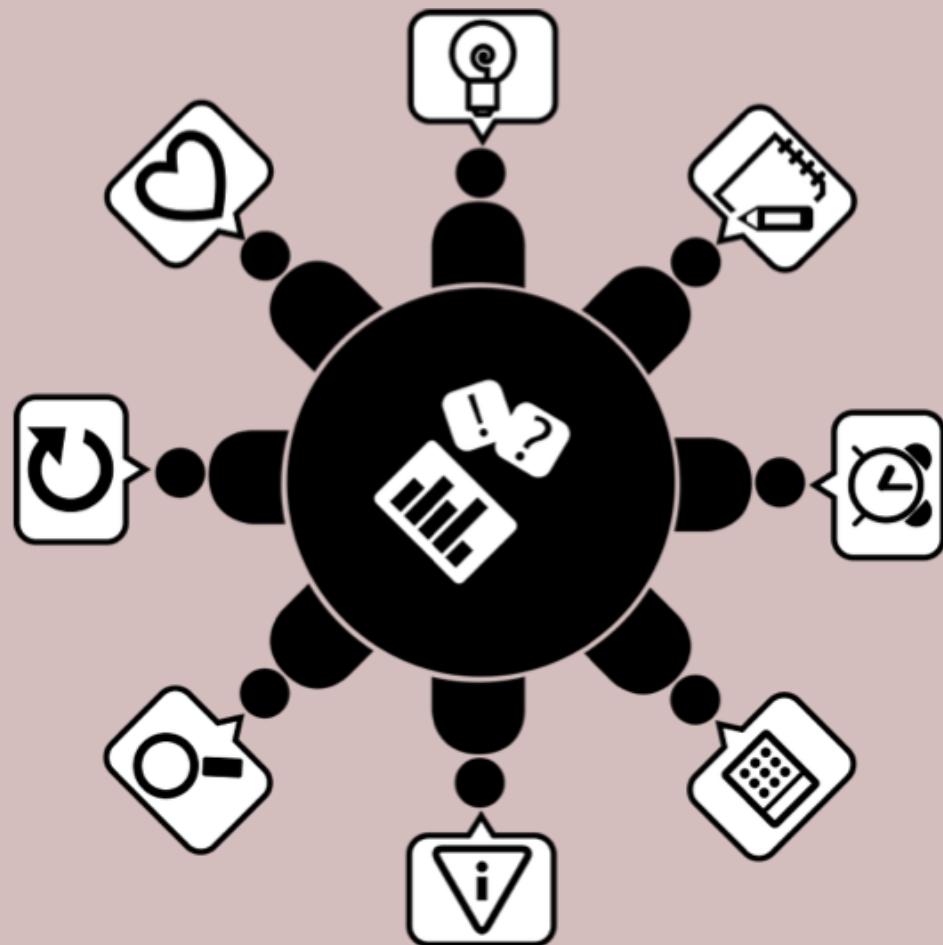


Communication and Info Sharing

CYBER INCIDENT RESPONSE

Communication and Info Sharing

- During an incident, how will you communicate and share information?



Internal Communication

- How will the CSIRT communicate amongst themselves and to leadership?
- How will management communicate to the other employees?



Internal Communication

- Incident response plan dictates how you will communicate during an incident
- Use an out-of-band communication



External Communication

- When will you communicate with outside people like law enforcement, media, shareholders, and others?
- Your incident response plan should state when...



External Communication

- Law Enforcement
 - If incident involves criminal acts (ask attorney first)
- Information Sharing Partners
 - Do you want to share indications of your incident?
- Vendors
 - Can provide patches and support during incident
- Other organizations affected
 - Do you have evidence others were targeted?
- Media or General Public
 - May be mandatory depending on type of incident
 - Do you volunteer the information to the media?

