



We are... **FITZROY**

A team of dedicated professionals who can help you manage and optimise your cloud usage.

## Incident Response Package

When the worst happens, you need a trusted partner who has a razor-sharp focus on conducting a thorough investigation to determine what happened and why, prevent a repeat, and ensure your return to normal operations occurs as quickly and efficiently as possible.

Whether you've suffered from an infrastructure failure, or a cyberattack, you can count on Fitzroy IT to investigate, mitigate and restore.

### What incidents can you help to mitigate?

- Denial of Service (DoS) and Distributed Denial of Service (DDoS)
- Phishing
- Ransomware
- Malware
- Data breach
- Hardware failure
- Operating system corruption

### How do you respond to an incident?

A cyberattack can take many forms, and can do damage in many different ways. It can be an incredibly stressful time, especially if there is an outage affecting customers and/or critical business processes.

If you have a Cyber Incident Response Plan, we can assist you in executing it, otherwise we can adapt a standard process to your particular situation. Broadly speaking the process, recommended by the Australian Cyber Security Centre, involves the following key steps:

#### 1. Detect, Investigate Analyse & Activate

- Confirm incident
- Classify incident
- Investigate causes

#### 2. Contain, Collect Evidence & Remediate

- Document activities (actions/decisions/findings)
- Create Remediation Action Plan

#### 3. Recovery & Report

- Create Recovery Plan
- Complete Documentation of Internal Incident Report

#### 4. Learn & Improve

- Post Incident Review
- Create/Update Cyber Incident Response Plan

We also advise on a Communications Strategy, Legal/Regulatory Requirements, as well as Notifications & Reporting.

### How else can Fitzroy IT help my company post-incident?

Having good people to protect your company from threats and failures, and maintain documentation is essential, but it may not be practical for you to employ your own cybersecurity specialists. At Fitzroy IT we recognise this, and if you need ongoing assistance to manage cybersecurity and disaster recovery processes, we can provide a Fitzroy IT Managed Service Agreement.

### Manage Incidents Professionally

Incidents happen to even the most prepared companies. We get that and we don't judge. Instead we get to work providing a professional response, so that you can return to operations, quickly and with a thorough understanding of what happened and why.

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Contact us for a FREE consultation with one of our AWS specialists.

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