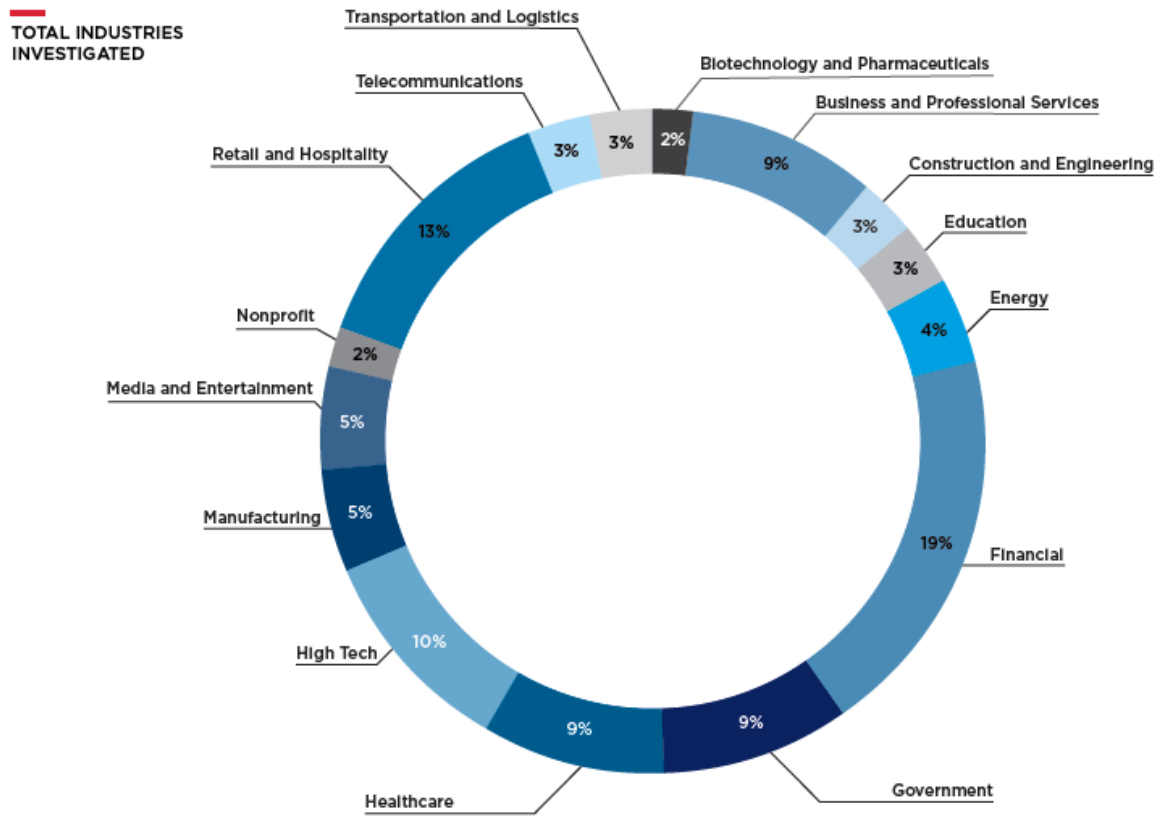




Cyber Incident Response Considerations and Best Practice

Cyber Risks – Everyone is at Risk



Sources: FireEye Mandiant M-Trends Report 2017

Recovering from a cyber incident is a broad business challenge faced by companies of all shapes and sizes

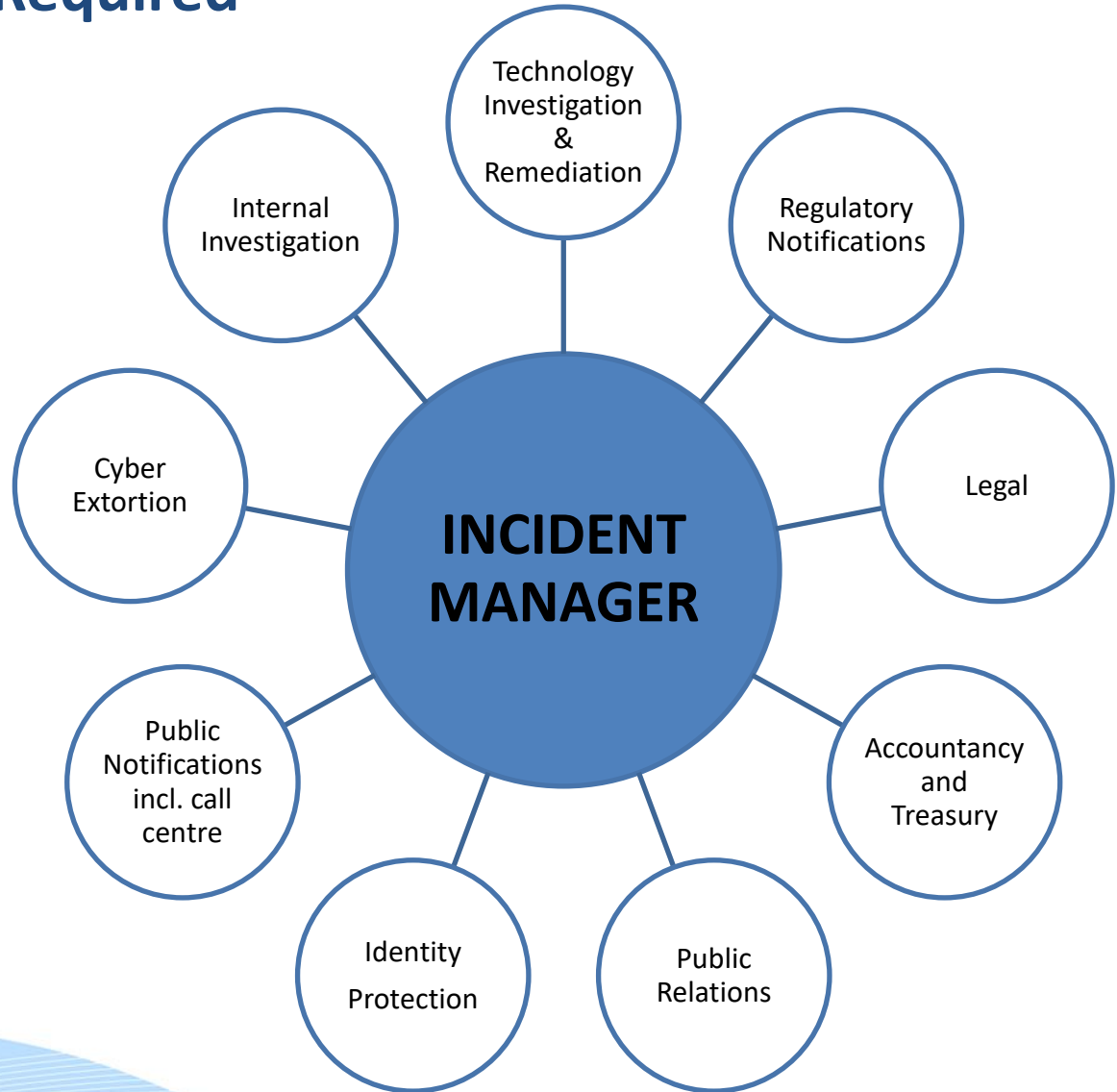


Range of Services Required

Quality?
Experience?
Speed of Response?
Secure?
Due Diligence?

Geography?
Cyber incidents do not
respect national
boundaries

Do you have the skills?
Insource vs Outsource



Speed of Response – First 48 hours

Actual timelines need to take account of industry and the type of incident



- Crisis Plan Initiated
- Incident Manager Appointed

- Appoint Specialists
- Triage call/s with stakeholders
- Plan containment
- Commence investigations
- Immediate mitigations e.g. prepare comms

- **Clear Discovery Plan emerges**

- Investigations well underway
- Containment in place
- Initial indications emerging
- Immediate mitigation work continuing
- Regular updates to stakeholders

- Initial Investigations concluding
- Regular updates to stakeholders continuing
- Policy coverage view emerging
- Immediate mitigation work maturing

- **Clear Solution Plan emerging**

Certainty of Service?

Incident Manager

Key role

Single Coordinator

Triage to specialists as required

Personality Requirements

- Great Communicator
- Experienced Coordinator
- Presence & strength of character

Best in Class

Experienced

Guaranteed Fast Response

Secure

Due Diligence



**Incident
Manager**

Summary

Integrated to your Crisis Plan?	
Specialist Providers? <ul style="list-style-type: none">• Extensive range of services• Best in Class• Experienced• Guaranteed Fast Response• Secure• Due Diligence	Speed of Response <ul style="list-style-type: none">• Breach• 5 hours• 24 hours• 48 hours• Discovery Plan• Solution Plan
Incident Manager? <ul style="list-style-type: none">• Skills• Character• Availability• Experience	Certainty of Services <ul style="list-style-type: none">• When you need it• Plan• Simulation• Test, Test Test

“The worst thing a company can do when it has been attacked is to try and think on their feet.”

Questions

Douglas Mower

Innovation and Business Transformation Director

Crawford & Co International Loss Adjusters

D: +44 (0) 207 265 4323

M: +44 (0) 7802 591 349

E: doug.mower@crawco.co.uk

Narcis Pavalascu

Executive General Adjuster

Managing Partner

PRC – Crawford Exclusive Correspondent

M: +40.741 107 777

E: narcis@pavalascu.com