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**Ransomware incident response plan template**

| **Section** | **Title** | **Description** | **Completed** |
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| 1 | Introduction, policy and organization | * Specify the purpose, scope, goals and objectives of the ransomware incident response plan. * Identify any regulations or statutes that govern the plan (e.g., FEMA, OSHA, local code). * List who will have hard copies of the plan and who will have access to the plan electronically. * Include a schedule of plan revisions. * Include management approvals and authorizations. |  |
| 2 | Incident management strategy | * Define the approach to managing a ransomware attack, for example, isolate the malware, remain at office, work remotely. * Identify alternate resources and supply sources. * Identify resources to back up systems, data, databases and other critical information assets. * Define incident response team roles and responsibilities during and after an event. * Establish lines of authority in a ransomware attack. * List people who can back up primary team members if they are unavailable. * Document actions to take when responding to ransomware activities. |  |
| 3 | Incident response communications | * Define who is to be contacted during the incident. * Determine the sequence and frequency of messages to management, employees and others. * Prepare a detailed contact list with all methods of reaching team members, key vendors, law enforcement, first responders and other government agencies. * Include roles and responsibilities in contact lists. * Deploy conference technologies to ensure employees can keep in touch with managers and team members. |  |
| 4 | Media management | * Prepare contact details for external contacts, including stakeholders, vendors and supply chain members. * Establish guidelines for managing the media during and after the event. * Prepare statements for delivery to the media. * Identify primary and alternate media contacts. * Provide training to internal media contacts on how to deal with the media. * Set up a meeting place for media briefings. * Train employees on how to interact with the media, if this is permitted. * Establish protocols to manage employee use of social media during a ransomware incident. |  |
| 5 | Incident response procedures | * Examine attack data from firewalls, intrusion detection equipment and antimalware software. * If the incident assessment indicates a ransomware attack, convene the incident response team. * Isolate the malware for further analysis. * Examine communications from the attack perpetrators to see what they want. * Determine initial steps to mitigate the severity of the attack, e.g., use software to examine the malware attack signature and identify possible remedies. * Proceed with steps to identify what has been compromised and to regain access. * Determine initial steps for managing how the company operates during the incident. * Schedule regular team meetings to assess progress. * Communicate status regularly to employees, management, stakeholders and the media. * Continue with steps to isolate and mitigate/eliminate the malware. * If response actions are unsuccessful, discuss options with incident response team and senior management. * Once the situation has been remedied, compile notes on attack activity in preparation for a post-event review and after-action report. |  |
| 6 | Conduct a post-event review and prepare a report | * Gather output data from firewalls, intrusion detection equipment and antimalware software for further analysis. * Examine reporting from systems dealing with the ransomware attack; identify what worked and what did not work. * Discuss next steps, including updating cybersecurity plans and ransomware incident response plans, updating cybersecurity prevention tools, etc. * Perform follow-up tests of antimalware prevention software and test updated ransomware plans. * Initiate a plan to complete remediation steps identified and perform tests to validate corrections are appropriate. * Prepare an after-action report for presentation to senior management on the incident. * Monitor all possible malware entry points and monitor systems and data that could be affected in the future. |  |
| 7 | Link with other emergency plans | * Determine if activation of other plans, such as business continuity plans, is needed. * If this is the case, determine when one plan ends and another is activated. |  |
| 8 | Awareness and training | * Develop and conduct training programs for incident response team members. * Develop and conduct training programs for senior management and all employees. * Create an awareness program to keep employees, management and stakeholders aware of the ransomware incident response plan. |  |
| 9 | Plan exercising | * Schedule and conduct periodic exercises of the ransomware incident response plan, including tabletop walkthroughs and full active simulations involving activation of the incident response team and other third-party organizations. * Update the incident response based on exercise results. |  |
| 12 | Plan review, audit and maintenance | * Establish a ransomware response plan as part of overall cybersecurity program activities. * Schedule plan reviews and updates at least annually. * Create a schedule of ransomware incident response activities during a calendar year, e.g., plan exercises, plan reviews, and training and awareness. |  |
| 12 | Appendixes | Prepare and include relevant appendixes that support the incident response plan, such as forms, checklists and contact lists. |  |