CYBER SECURITY INCIDENT RESPONSE

HANDLING CHECKLIST

THIS CHECKLIST COVERS THE NECESSARY STEPS FOR THE INCIDENT RESPONSE PROCEDURES AND HANDLING OF AN INCIDENT.

PREPARATION

- **Ensure good behaviour in systems and applications**
  - Understand the normal behaviours of networks, systems, and applications □
  - Identify precursors and indicators through alerts □
  - Create a log retention policy □
  - Establish a baseline level for logging and auditing □
  - Use and maintain a knowledge database of normal operation and incident handling steps □
  - Keep all host clocks synchronised □
- **Enhance data protection**
  - Identify and protect sensitive data □
  - Safeguard incident data □
  - Obtain file system backups and system snapshots □
- **Prepare handling and recovery plan**
  - Acquire tools and resources □
  - Include requirements of incident reporting in incident response policy □
  - Follow established evidence gathering and handling procedures □
  - Establish incident reporting mechanisms □
  - Maintain an updated list of contact information □
  - Ensure the ability to capture volatile data from systems as evidence □
  - Perform incident response drills for the plan □
  - Review and update the plan regularly □

DETECTION AND ANALYSIS

- **Determine whether an incident has occurred**
  - Analyse the precursors and indicators □
  - Perform event correlation and research □
  - Document the investigation and gather the evidence □
- **Prioritise the handling of the incident** □
- **Report the incident to the appropriate internal personnel and external parties** □

CONTAINMENT, ERADICATION AND RECOVERY

- **Collect evidence**
  - Acquire, preserve, secure, and document evidence □
- **Contain the incident**
  - Isolate affected hosts from network □
- **Eradicate the incident**
  - Identify and mitigate exploited vulnerabilities □
  - Remove malware, inappropriate materials, and other components □
  - Repeat the "Detection and Analysis" steps to identify all other affected systems, then contain and eradicate the incident □
- **Recover from the incident**
  - Resume affected systems to an operationally ready state □
  - Confirm that the affected systems are functioning normally □
  - Implement additional monitoring measures if necessary □

POST-INCIDENT ACTIONS

- **Create a follow-up report including details of the cause, cost of the incident, and the enhancement measures** □
- **Conduct a lessons learned meeting**
  - Collect views from different stakeholders □
  - Work out an improvement plan □

GovCERT.HK
Government Computer Emergency Response Team Hong Kong

HKCERT
Hong Kong Computer Emergency Response Team Coordination Centre

CSTCB
香港警務處
Hong Kong Police Force

For details, please download the "Incident Response Guideline for SMEs" here: