

Incident Response Options

What's your plan for damage control?

Breaches and attacks are a matter of when—*not if*. Novacoast's Incident Response Unit ("IRU") will assess, investigate and contain incidents. We will educate your organization when an incident, breach or systemic threat occurs. The Novacoast IRU provides piece of mind by ensuring systems and, more importantly data, are being overseen by a team of qualified computer professionals.

We will:

- **Establish** on-site and remote coordination & direction of open Incident
- **Coordinate** sample collection, analysis, containment, remediation & feedback efforts
- **Develop**, validate & revise remediation processes for threat elimination
- **Train** client personnel in correct execution of remediation activities
- **Provide** oversight & guidance through remediation to client request for transition to incident management
- **Collect** relevant data points in support of post-incident gap analysis & review
- **Assign** an Incident Response Team Lead to organize & lead the communication & investigation processes
- **Deliver** Final Incident Report and Evidence is prepared and delivered to the Customer

Incidents:

- **Data Breaches**
- **Stolen IT Equipment** – Laptop, desktop, hard drive, server, etc.,
- **Internal or External Intrusions**
- **Rogue employees**

Deliverables:

- **Incident Declaration Report**
- **Initial Assessment of Incident**
- **Daily / Weekly** (as applicable) **Status Reports**

Incident Response

Details	Basic IR Retainer	Gold IR Retainer	Platinum IR Retainer
Prepaid Retained Services	Yes <i>40 hour initial T&M block</i>	Yes <i>40 hour initial T&M block</i>	Yes <i>40 hour initial T&M block</i>
1-800 Emergency Access	Yes	Yes	Yes
Team Lead	Yes	Yes	Yes
IR Engineer(s)	Yes	Yes	Yes
Proactive Security Planning	No	No	Yes
Annual Cost	\$20,000	\$32,000	\$52,000

Adhoc—Emergency Incident Response Plan

Emergency Incident Response is a fully reactive Incident Response Services Plan. In the event an incident is either suspected or confirmed, the Customer may contact Novacoast to provide Incident Response services.

Plan Details

- \$350 per hour for the Team Lead to coordinate and assess the level of incident response needed and coordinate next steps and remediation plan.
- \$300 per hour per IRU Team engineer as needed, depending on incident requirements.
- If required, travel costs will be invoiced as actuals, typically \$2,500 per engineer per week.