



Human Incident Response

For organizations that experience a breach or other security incident resulting from a user action, such as Social Engineering or Phishing attacks, we offer our Human Incident Response service. Unfortunately, while the public and stakeholders readily accept the inevitability of technical attacks, they are less accepting of incidents that result from apparent poor judgment. It is therefore critical to demonstrate that your organization is taking immediate and definitive actions to both mitigate the damage and prevent future incidents.

Service Description

Our experts are on call to provide emergency support in assisting and assessing damage, designing a mitigation strategy from the human perspective, taking advantage of the teachable moments, and designing an emergency awareness campaign to demonstrate that the organization is taking actions to prevent future incidents.

1. Incident Assessment

Examination of the damage caused by the incident, the areas of the organization affected, and the root vulnerability.

2. Organizational Assessment

Examination of the organization's security culture and subcultures. Review of the current Security Awareness program in place and the resources available to deliver Security Awareness messaging. Determination of the best strategies to take advantage of the teachable moments.

3. Incident Response Creation

Design of a strategy, tactics, and plan to deal with any repercussions from the incident. Develop short-term Security Awareness program to take advantage of the teachable moment and address the underlying vulnerabilities exploited. Integration of metrics is critical to the plans to demonstrate that there will be a measurable improvement in the resulting security culture.

4. Response Implementation

Our experts work with and support your organization to implement the incident response effort and Security Awareness program as required.

5. Metrics and Calibration

After the implementation of the short term Security Awareness program, our experts will work with your team to examine the results and determine if the program is having the desired impact. Our experts will recommend adjustments and changes to the long term Security Awareness program.

BENEFITS

- ✓ On demand, immediate crisis response
- ✓ Determination of root vulnerability
- ✓ Demonstration that relevant and immediate actions are being taken
- ✓ Effective use of the incident to inspire action
- ✓ Creation of highly targeted action plan

Expertise Based on Empirical Research & Methodology

Secure Mentem's team has unparalleled expertise in security awareness. Our experts focus on refining security awareness as a craft and have developed empirical research and security awareness methodologies to power our approach to developing effective security awareness programs. Additionally, we have widespread experience working with global organizations in every region of the world.