

Incident Response and Recovery Consulting Service

Organizations increasingly need the ability to respond to and handle potentially damaging computer security incidents. A security breach can cost a company millions of dollars. Without having a pre-planned, orchestrated response, even a delay of just a few seconds in web access or an e-commerce application can drive customers away without a purchase, and can create a tremendous negative impact on customer trust and the company's public image.

Symantec provides a consulting service that helps clients design and implement an effective, centralized incident response capability. Symantec's Incident Response and Recovery Consulting Service enables clients to develop a cadre of trained security personnel within the organization who can facilitate the company's effective response to information security incidents, and other attacks on the company's computer environment, in a timely and predictable manner.

In addition to performing reactive services, the company's incident response and recovery team is able to engage in proactive information security efforts such as maintaining current security guidelines, updating knowledge of newly emerging threats and vulnerabilities, reviewing tools to support incident detection and response, and conducting security awareness training.

> **Benefits of the Service**

Symantec's Incident Response and Recovery Consulting Service helps companies:

- Minimize the loss of resources such as data, technology, capital assets, revenue, customers and shareholders.
- Understand the level of response needed for security incidents, based on the problem.
- Identify and effectively respond to intrusions or anomalous activity in a timely manner.
- Document what happened and reduce the likelihood of repeat occurrences.
- Establish a process for recovering lost data and restoring productivity.
- Conduct forensics and support prosecution of offenders.
- Demonstrate due diligence and fiduciary responsibility.

> **Experienced Consultants Provide Service**

Symantec consultants have extensive experience in incident response and recovery development and activities. A number of individuals participated in the formation of various Defense Department Computer Emergency Response organizations and have attended training conducted or sanctioned by the Computer Emergency Response Team (CERT™). This makes the Symantec team uniquely qualified to help today's businesses establish their own incident response and recovery capabilities. Symantec security professionals augment a client's staff during design and development of the company's incident response and recovery infrastructure. Symantec security experts develop client-specific information security policy and processes to enable the organization to successfully deal with any likely security incident. Symantec also trains the company's incident response and recovery staff using formal training and role-playing exercises of simulated security incidents.

**SYMANTEC CONSULTING SERVICES
DEVELOPS STRATEGIES FOR MANAGING
AND REDUCING RISKS TO HELP
ORGANIZATIONS PROTECT BUSINESS-
CRITICAL ASSETS.**

> Service Features

Symantec consultants help develop a client's security operations to detect, respond to, and recover from information security incidents. The service offers a unique combination of policy development, emergency planning and disaster recovery components. Symantec provides a complete, functional incident response program, tailored under the client's supervision and in conjunction with the client's staff, that addresses the organization's unique requirements.

> To provide this service, Symantec security consultants:

- Establish an incident response and recovery function within the company.
- Develop incident response policies and procedures.
- Establish an incident response communications plan that details how to notify team members, management and other entities, as necessary, when a security incident occurs.
- Identify and categorize information security events so the organization's security staff can identify genuine security incidents and take steps to contain and eradicate the threat.
- Contain an incident and eradicate the cause of a security incident. Symantec consultants develop a course of action for company incident response and recovery team members to follow once they positively identify a security incident.
- Recover and follow-up after an incident. Symantec consultants help clients outline procedures to recover systems that have been damaged as the result of a security incident.
- Conduct training. Symantec consultants plan and conduct a training session for the client's incident response and recovery team, providing insight on handling basic scenarios. The training is designed to provide the client's security team with an overview of how to respond to a variety of incidents and details on what the team should expect during various security incidents.

INCIDENT RESPONSE AND RECOVERY CONSULTING SERVICE IS A KEY COMPONENT OF SYMANTEC ENTERPRISE SECURITY. SYMANTEC ENTERPRISE SECURITY COMBINES WORLD-CLASS TECHNOLOGIES, COMPREHENSIVE SERVICES, AND GLOBAL EMERGENCY RESPONSE TEAMS TO HELP BUSINESSES RUN SECURELY AND WITH CONFIDENCE.

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