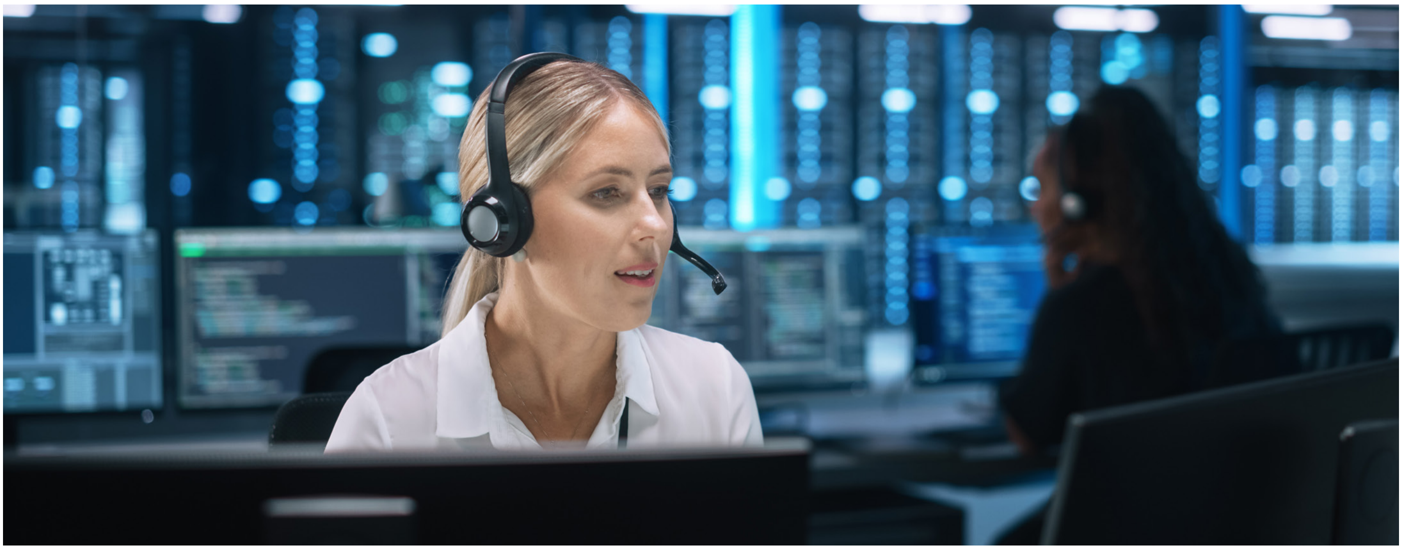
OpenText Incident Response

A trusted resource for containment and recovery



Benefits

- Made for OpenText Managed Services customers
- Tailored for top six incident types
- A reliable process
- Comprehensive documentation and reporting

When threats arise, you want to be supported by an expert team capable of quickly, reliably securing at-risk data and systems. The OpenText Digital Forensics & Incident Response Team (DFIR Team) is available to provide immediate assistance when a data breach, security incident, or systemic threat occurs.

Take back control with OpenText™ Incident Response

For OpenText customers, full-service incident response can be activated by contacting our security operations center line—a resource that's staffed 24/7/365 to ensure every incoming issue is addressed in real time. Our Security Operation Center is committed to responding to all incoming requests within a 3-hour span for our customers with an Incident Response Retainer.

Once an incident is confirmed and logged, the DFIR Team assesses its severity and begins to resolve the issue, working in accordance with the customer's service level agreement. An issue report is created, then escalated to a dedicated Service Program Manager for immediate action.

What is a security incident?

Any observed or suspected event that may jeopardize the availability, confidentiality, or integrity of information or information systems can be declared an incident. Confirmed incidents generally fall into one of these 6 categories:

- Data breaches (e.g., accidental leakage of sensitive information; criminal exfiltration)

Resources

Vulnerability Assessments and Penetration Testing ›

Blog: Fortifying your digital fortress ›

- Email fraud and phishing incidents
- Insider threat (e.g., rogue employee behavior)
- Network intrusion (e.g., abuse of exposed services; compromised credentials)
- Malware infection
- Vulnerability exploitation

A reliable process—regaining security

When an incident is confirmed and escalated with the DFIR Team, the following steps take place:

- We assign a Service Program Manager to organize and oversee response efforts.
- Establish coordination and communication channels.
- Begin investigation of the open incident, including identifying severity and nature of the incident, resource needs, and other requirements.
- Manage artifact collection and documentation in accordance with evidence management best practices.
- Facilitate assessment, data analysis, and incident containment processes.
- Develop and validate remediation processes to eliminate threat as the investigation evolves, revising processes as needed.
- Provide oversight and guidance to client personnel in execution of remediation activities.
- Collect relevant data points in support of post-incident gap analysis, reporting, and review.
- Define containment, eradication, and recovery protocols according to specific incident type and customer needs.
- Prepare and deliver final Incident Report and evidence to the customer.

Comprehensive documentation and reporting

Every incident response case with the DFIR Team is supported by these deliverables:

- **Incident assessment:** Initial documentation developed by the DFIR Team capturing the pre-investigation state of the event, including definition of the incident type, proposed scope of impact, and early recommendations on the remediation approach.
- **Investigation status reports:** Routine investigation reporting provided by the DFIR Team. Materials are composed and delivered at a defined cadence—daily or weekly depending upon the incident type and situational variables—with the option to schedule joint review with the DFIR Team.
- **Closing incident report:** Customers have the option to play an active role in the report review process; the DFIR Team will deliver the drafted Closing Incident Report and collaborate with the customer to compose the final documents to ensure they align to organizational compliance and information governance requirements.

To learn more about OpenText Incident Response, contact us at SecurityServices@OpenText.com.