Incident Management For I T Departments In 10 Eas

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LEE MALDONADO

Business Continuity Management
Syngress
Taking the approach that experience is

the best teacher, Large Scale Incident Management is the first book of its kind to use a major, real-life, contemporary event to teach key incident management concepts. The book places readers in the Incident Commander seat for the EQ chemical fires that occurred in Apex, North Carolina, in October 2006: an event that lasted three days, shut down an entire city, and displaced 17,000 citizens. Using this large-scale incident as a running example of how critical components of successful incident management are actually applied in real life, it provides detailed insight into important topics in the field. Coverage begins with pre-planning and preparation, emergency plan development, and conducting community hazard assessments, and then progresses to implementation of the National Incident Management System (NIMS) as a part of daily operations, incident action plans, and complex NIMS for large catastrophic events. With this unique, real-life approach, the book is both engaging and instructional, leaving readers with a solid understanding, not only of large scale incident management concepts, but also how to apply them.

Critical Incident Management John Wiley & Sons

Developed and implemented by the United States Department of Homeland Security, the National Incident Management System (NIMS) outlines a comprehensive national approach to emergency management. It enables federal, state, and local government

entities along with private sector organizations to respond to emergency incidents together in order reduce
The Computer Incident Response Planning Handbook: Executable Plans for Protecting Information at Risk Sams
Infosec Management Fundamentals is a concise overview of the Information Security management concepts and techniques, providing a foundational template for both experienced professionals and those new to the industry. This brief volume will also appeal to business executives and managers outside of infosec who want to understand the fundamental concepts of Information Security and how it impacts their business decisions and daily activities. Teaches ISO/IEC 27000 best practices on information security management Discusses risks and controls within the context of an overall information security management system (ISMS) Provides foundational information for experienced professionals as well as those new to the industry.
Incident Management Best Practice Handbook "O'Reilly Media, Inc."
Are you satisfied with the way your company responds to IT incidents? How prepared is your response team to handle critical, time-sensitive events such as service disruptions and security breaches? IT professionals looking for effective response models have successfully adopted the Incident Management System (IMS) used by firefighters throughout the US. This practical book shows you how to apply

the same response methodology to your own IT operation. You'll learn how IMS best practices for leading people and managing time apply directly to IT incidents where the stakes are high and outcomes are uncertain.

Large-scale Incident Management

Routledge

Incident response is critical for the active defense of any network, and incident responders need up-to-date, immediately applicable techniques with which to engage the adversary. Applied Incident Response details effective ways to respond to advanced attacks against local and remote network resources, providing proven response techniques and a framework through which to apply them. As a starting point for new incident handlers, or as a technical reference for hardened IR veterans, this book details the latest techniques for responding to threats against your network, including: Preparing your environment for effective incident response Leveraging MITRE ATT&CK and threat intelligence for active network defense Local and remote triage of systems using PowerShell, WMIC, and open-source tools Acquiring RAM and disk images locally and remotely Analyzing RAM with Volatility and Rekall Deep-dive forensic analysis of system drives using open-source or commercial tools Leveraging Security Onion and Elastic Stack for network security monitoring Techniques for log analysis and aggregating high-value logs Static and dynamic analysis of malware with YARA rules, FLARE VM, and Cuckoo

Sandbox Detecting and responding to lateral movement techniques, including pass-the-hash, pass-the-ticket, Kerberoasting, malicious use of PowerShell, and many more Effective threat hunting techniques Adversary emulation with Atomic Red Team Improving preventive and detective controls

Infosec Management Fundamentals

Apress

Learn to identify security incidents and build a series of best practices to stop cyber attacks before they create serious consequences Key FeaturesDiscover Incident Response (IR), from its evolution to implementationUnderstand cybersecurity essentials and IR best practices through real-world phishing incident scenariosExplore the current challenges in IR through the perspectives of leading expertsBook Description Cybercriminals are always in search of new methods to infiltrate systems. Quickly responding to an incident will help organizations minimize losses, decrease vulnerabilities, and rebuild services and processes. In the wake of the COVID-19 pandemic, with most organizations gravitating towards remote working and cloud computing, this book uses frameworks such as MITRE ATT&CK® and the SANS IR model to assess security risks. The book begins by introducing you to the cybersecurity landscape and explaining why IR matters. You will understand the evolution of IR, current challenges, key metrics, and the composition of an IR team, along with an array of methods

and tools used in an effective IR process. You will then learn how to apply these strategies, with discussions on incident alerting, handling, investigation, recovery, and reporting. Further, you will cover governing IR on multiple platforms and sharing cyber threat intelligence and the procedures involved in IR in the cloud. Finally, the book concludes with an “Ask the Experts” chapter wherein industry experts have provided their perspective on diverse topics in the IR sphere. By the end of this book, you should become proficient at building and applying IR strategies pre-emptively and confidently. What you will learnUnderstand IR and its significanceOrganize an IR teamExplore best practices for managing attack situations with your IR teamForm, organize, and operate a product security team to deal with product vulnerabilities and assess their severityOrganize all the entities involved in product security responseRespond to security vulnerabilities using tools developed by Keepnet Labs and BinalyzeAdapt all the above learnings for the cloudWho this book is for This book is aimed at first-time incident responders, cybersecurity enthusiasts who want to get into IR, and anyone who is responsible for maintaining business security. It will also interest CIOs, CISOs, and members of IR, SOC, and CSIRT teams. However, IR is not just about information technology or security teams, and anyone with a legal, HR, media, or other active business role would benefit from this book. The book assumes you have some admin

experience. No prior DFIR experience is required. Some infosec knowledge will be a plus but isn't mandatory.

Intelligence-Driven Incident Response John Wiley & Sons

In the second edition of Incident Management for the Street-Smart Fire Officer, author Skip Coleman expands on the mindset and tactics necessary to manage the fireground with more control and less chaos. Incident management system (IMS) is a tool that defines the role and responsibilities of each fire department member, allowing crew members to function quickly and efficiently upon arrival at the firegroundall the while meeting the commanders expectations. Regardless of the size or geographic location of fire department, an IMS is one of the most practical innovations available that yields measurable results. The days of chief officers pulling up to a fire and allowing the fire to run them are over. Incident management makes thinkers out of commanders.

Computer Security Incident Handling Guide (draft) :. "O'Reilly Media, Inc."

Terrorism threats and increased school and workplace violence have always generated headlines, but in recent years, the response to these events has received heightened media scrutiny. Critical Incident Management: A Complete Resource Guide, Second Edition provides evidence-based, tested, and proven methodologies applicable to a host of scenarios that may be encountered in the public and private sector. Filled with tactical direction

designed to prevent, contain, manage, and resolve emergencies and critical incidents efficiently and effectively, this volume explores: The phases of a critical incident response and tasks that must be implemented to stabilize the scene Leadership style and techniques required to manage a critical incident successfully The National Incident Management System (NIMS) and the Incident Command System (ICS) Guidelines for responding to hazardous materials and weapons of mass destruction incidents Critical incident stress management for responders Maintaining continuity of business and delivery of products or services in the face of a crisis Roles of high-level personnel in setting policy and direction for the response and recovery efforts

Augmented by Seven Critical TasksTM that have been the industry standard for emergency management and response, the book guides readers through every aspect of a critical incident: from taking initial scene command, to managing resources, to resolution, and finally to recovery and mitigation from the incident. The authors' company, BowMac Educational Services, Inc., presently conducts five courses certified by the Department of Homeland Security. These hands-on "Simulation Based" Courses will prepare your personnel to handle any unexpected scenario. For additional information contact: 585-624-9500 or johnmcnall@bowmac.com.

How to Manage the IT Help Desk John Wiley & Sons

This guide teaches security analysts to minimize information loss and system disruption using effective system monitoring and detection measures. The information here spans all phases of incident response, from pre-incident conditions and considerations to post-incident analysis. This book will deliver immediate solutions to a growing audience eager to secure its networks.
Incident Handling and Response Emerge Publishing Group Llc
2017 Award Winner of the ASIS Security Book of the Year Nuñez and Vendrell aim to provide the most current and effective resources for managing special events and critical incidents. Their book relies heavily on case studies and after action reports that examine the lessons learned from a multitude of previous events and incidents. In addition, the text identifies and examines best practices and recommended approaches, providing the reader with a variety of checklists and planning tools.
Crisis Incident Management Software A Complete Guide - 2020 Edition Emereo Pty Limited
Uncertainty and risk, meet planning and action. Reinforce your organization’s security posture using the expert information contained in this tactical guide. The Computer Incident Response Planning Handbook: Executable Plans for Protecting Information at Risk shows you how to build and manage successful response plans for the cyber incidents that have become inevitable for organizations of any size. Find out why these plans work. Learn the step-by-step

process for developing and managing plans built to address the wide range of issues organizations face in times of crisis. Contains the essentials for developing both data breach and malware outbreak response plans—and best practices for maintaining those plans Features ready-to-implement CIRPs—derived from living incident response plans that have survived the rigors of repeated execution and numerous audits Clearly explains how to minimize the risk of post-event litigation, brand impact, fines and penalties—and how to protect shareholder value Supports corporate compliance with industry standards and requirements, including PCI, HIPAA, SOX, and CA SB-24

Major Incident Management System (MIMS) John Wiley & Sons

This highly practical aid to management of major incidents is the refined and improved new edition of Prehospital Emergency Management Master. Concentrating on the essential elements in treatment and transport of the wounded in a major incident this new system provides easily assimilable information on: symbols and terminology; first actions; METHANE report; command; safety; communications; triage; treament; transport the system is produced on waterproof pages, and includes 12 separate action cards for use by auxiliary helpers, and a log for recording the facts. The complete package comes in a handy sized ring binder, allowing users to add their own local notes. The use of colour and easily recognisable

icons makes this a valuable aid even in the most difficult conditions.
Managing Critical Incidents and Large-Scale Event Security Fire Engineering Books
There has never been a Incident Management manual like this. Incident Management 97 Success Secrets is not about the ins and outs of Incident Management. Instead, it answers the top 97 questions that we are asked and those we come across in forums, our consultancy and education programs. It tells you exactly how to deal with those questions, with tips that have never before been offered in print. This guidebook is also not about Incident Management best practice and standards details. Instead it introduces everything you want to know to be successful with Incident Management. A quick look inside of the subjects covered: The activities of Reactive Problem Management, ITIL Roadmap, IT Service Management and ITIL Working Together Towards Total Customer Satisfaction, Incident flow diagram ITIL 3 level, The Help Desk (Service Desk), Integration of Knowledge Management practices, ITSM Tool Requirements, ISO9000 ITIL, Benefits of Incident Management Tool, ITIL Service Support, Incident Management ITIL, ITIL Incident Management Seminars Help Improve Incident Handling Processes, This is especially true for regulated industries seeking ITIL compliance, ITIL Help Desk, ITIL Case Study Learning, ITIL: ITIL Service Management Processes can be broken down into 2...., What are the

main differences between V2 and V3?, Your ITIL Foundation Coverage, What Is ITIL Change Management, Help Desk Glossary, ITIL Management Release, IT Service Management-An Introduction based on ITIL, Event Definition ITIL, ITIL V3: From Process to Service Life Cycle, Microsoft ITIL, ITIL Templates, the Key to Effective IT Service Management, Is ITIL for IT Organisations Only?, IT Service Management (ITSM) Capability Assessment Service Level Management Questionnaire, ITIL Support Services, ITIL Service Support and Processes, IT Infrastructure Library ITIL, Service Catalog, Common features across most Help Desk tools, Your ITIL Certification Will Draw Your Career, Recognizing the Need for ITIL services, ITIL Incident Management: Technologies For Customer Satisfaction, Getting to Know the Different ITIL processes, ITIL Incident Management, Request Fulfillment, ITIL Based, Levels of ITIL Certification, Problem Management Roles and Responsibilities, Incident Management and Service Desk Roles and Responsibilities, ITIL Managers Case Inputs About ITIL Security Management, ITIL Customer Relationship Management, Specialist Training, Australian Government - Service Desk and Incident Management, ITIL Job, Implementing ITIL, Incident Management, Incident escalation, Features of an ITIL sample test, ITIL change management table, ITIL Entity Modelling System, and much more...

Incident Management for I.T. Departments McGraw Hill Professional

There are numerous books on incident management from different best practices, but few that provide a comprehensive guide to major incident management for information technology IT. The ITIL® IT Operations Manual has three paragraphs dedicated to major incident management. Major incident management has become a career choice as many businesses employ specialists responsible for returning services to normal as soon as possible after a major incident while minimising impact to the business. Hence, this book has been written focusing on those elements of major incident management which were not covered in this level of detail by best practice frameworks or by other authors. This book has been written considering the challenges faced by major incident managers focusing on the definition and establishment of a major incident management process, roles and responsibilities, showing value through matrices and self-management during a major incident.This book takes the reader through all aspects of major incident management:1. Introduction to Major Incident Management - A high level introduction discussing what a major incident is and what major incident management is and is not.2. Defining What Constitutes a Major Incident - Rules for assigning priorities to Incidents, including the definition of what constitutes a major incident as agreed between IT and the business. It outlines sequential steps which could help define which incidents should trigger the invocation of the major

incident process.3. Define Interfaces with Other Functions - Defines the relationship with all stakeholders, building the cross-functional team.4. Define the Engagement and Escalation Plan - Processes that need to be in place to ensure rapid engagement when a major incident is reported.5. Major Incident Management Tools and Infrastructure - These will enable efficient, effective and rapid resolution of major incidents.6. Define the Major Incident Management Process - The sequence of steps that should occur following a major incident being reported. This includes process flow charts and the definition of roles and responsibilities.7. Roles and Responsibilities - Agreed and defined responsibilities for all of the cross-functional major incident management team members.8. Communication Plan - Defined and agreed plan to communicate a major incidents status across all stakeholders.9. Post Major Incident Review - Identify lessons learnt to enable continuous service improvement and handover to problem management.10. SLA's, OLA's and UC's - Defining and agreeing the major incident management service level agreements with the business and the operating level agreements and third party underpinning contracts required to support these agreements.11. Major Incident Management Matrix - Measuring performance against service level agreements and key performance indicators.12. Major Incident Manager Self-Management - Tips and tricks for

the major incident manager to manage the incident as effectively and efficiently as possible in stressful scenarios.

Cybersecurity Incident Management Master's Guide Independently Published

As security professionals, our job is to reduce the level of risk to our organization from cyber security threats. However Incident prevention is never 100% achievable. So, the best option is to have a proper and efficient security Incident Management established in the organizationThis book provides a holistic approach for an efficient IT security Incident Management. Key topics includes,1) Attack vectors and counter measures 2) Detailed Security Incident handling framework explained in six phases._Preparation_Identification_Containment_Eradication_Recovery_Lessons Learned/Follow-up3) Building an Incident response plan and key elements for an efficient incident response.4) Building Play books.5) How to classify and prioritize incidents.6) Proactive Incident management.7) How to conduct a table-top exercise.8) How to write an RCA report /Incident Report.9) Briefly explained the future of Incident management. Also includes sample templates on playbook, table-top exercise, Incident Report, Guidebook.

Incident Response CRC Press

The second edition was to be written in order to keep both reader and student current in incident management. This was grounded in the fact that incident management systems are continually developing. These updates are needed

to ensure the most recent and relevant information is provided to the reader. While the overall theme of the book will remain the same of the first edition, research and research-based case studies will be used to support the need for utilizing emergency incident management systems. Contemporary research in the use (and non-use) of an incident management system provides clear and convincing evidence of successes and failures in managing emergencies. This research provides areas where first responders have misunderstood the scope and use of an emergency incident management system and what the outcomes were. Contemporary and historical (research-based) case studies in the United States and around the globe have shown the consequences of not using emergency incident management systems, including some that led to increased suffering and death rates. Research-based case studies from major incidents will be used to show the detrimental effects of not using or misunderstanding these principles. One of the more interesting chapters in the new edition is what incident management is used around the world.

Incident Management for Operations

CreateSpace

Most businesses are aware of the danger posed by malicious network intruders and other internal and external security threats. Unfortunately, in many cases the actions they have taken to secure people, information and infrastructure from outside attacks are inefficient or

incomplete. Responding to security threats and incidents requires a competent

The CIO’s Guide to Information Security Incident Management

Createspace Independent Publishing Platform

This book will help IT and business operations managers who have been tasked with addressing security issues. It provides a solid understanding of security incident response and detailed guidance in the setting up and running of specialist incident management teams. Having an incident response plan is required for compliance with government regulations, industry standards such as PCI DSS, and certifications such as ISO 27001. This book will help organizations meet those compliance requirements.

Incident Management in Australasia

Wiley

Successfully responding to modern cybersecurity threats requires a well-planned, organized, and tested incident management program based on a formal incident management framework. It must be comprised of technical and non-technical requirements and planning for all aspects of people, process, and technology. This includes evolving considerations specific to the customer environment, threat landscape, regulatory requirements, and security controls. Only through a highly adaptive, iterative, informed, and continuously evolving full-lifecycle incident management program can responders and the companies they support be

successful in combatting cyber threats. This book is the first in a series of volumes that explains in detail the full-lifecycle cybersecurity incident management program. It has been developed over two decades of security and response experience and honed across thousands of customer environments, incidents, and program development projects. It accommodates all regulatory and security requirements and is effective against all known and newly evolving cyber threats.

The National Interagency Incident Management System "O'Reilly Media, Inc."

Computer Incident Response and Forensics Team Management provides security professionals with a complete handbook of computer incident response from the perspective of forensics team management. This unique approach teaches readers the concepts and principles they need to conduct a successful incident response investigation, ensuring that proven policies and procedures are established and followed by all team members. Leighton R. Johnson III describes the processes within an incident response event and shows the crucial importance of skillful forensics team management, including when and where the transition to forensics investigation should occur during an incident response event. The book also provides discussions of key incident response components. Provides readers with a complete handbook on computer incident response from the perspective of forensics team

management Identify the key steps to completing a successful computer incident response investigation Defines the qualities necessary to become a successful forensics investigation team member, as well as the interpersonal relationship skills necessary for successful incident response and forensics investigation teams