oneconsult
together against cyberattacks

TLP:CLEAR

Mistakes happen, either learn from them or rinse and repeat!

Gregor Wegberg | 35th Annual FIRST Conference, 8 June 2023

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Fun fact: I have three passports / citizenships (I am not a spy)

The following lessons are taken from our everyday life (responding to ransomware)

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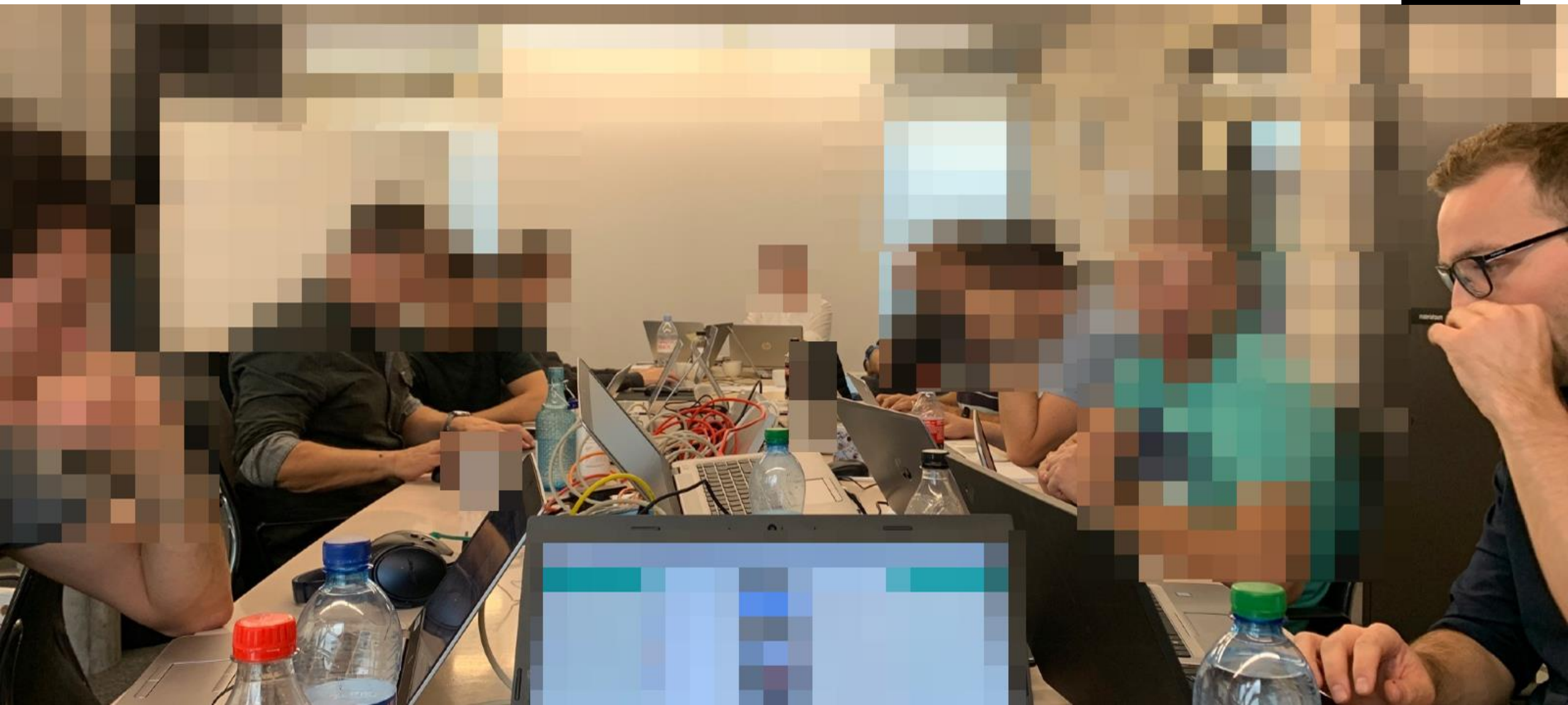

Failure is allowed if we learn from it

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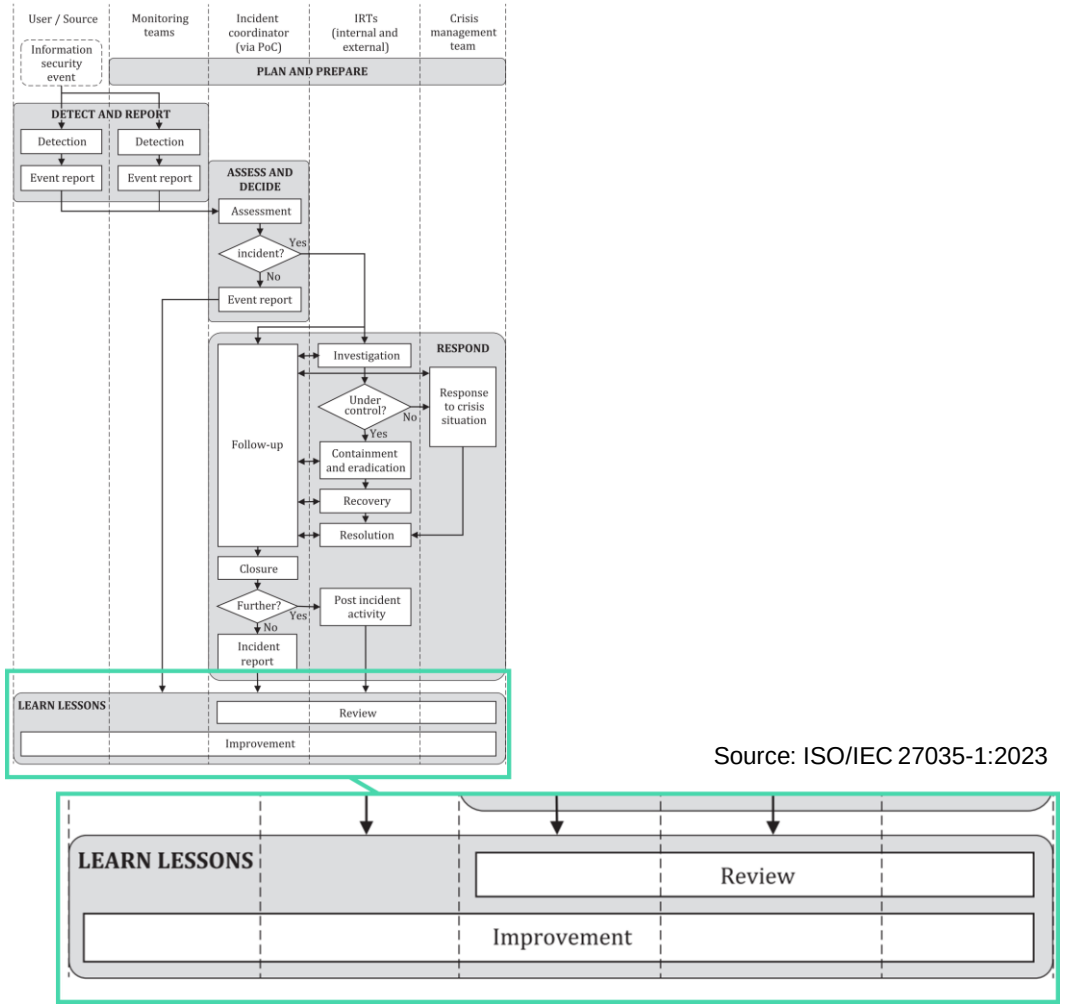
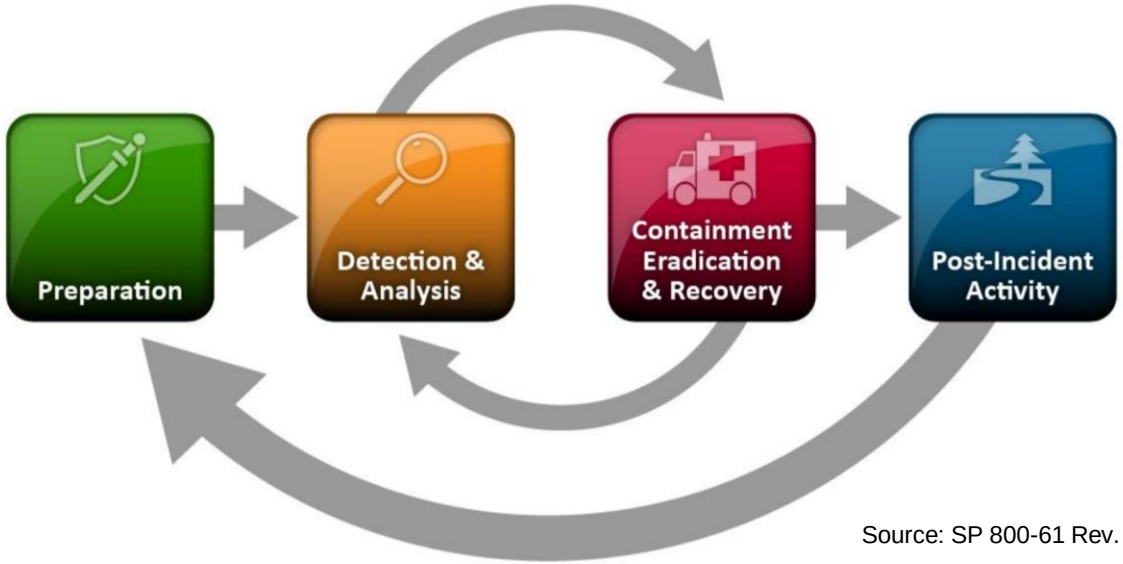


Source: ISO/IEC 27035-1:2023



Source: SP 800-61 Rev. 2

“One of the most important parts of incident response is also the most often omitted: learning and improving.”

Technical lessons learned

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intentionally left blank

How major incidents feel for most people

Photo by nikko macaspac on Unsplash

Your very first immediate measure:
Take a break and drink some coffee/tea and relax

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The right tools are important.
But people are the crucial factor

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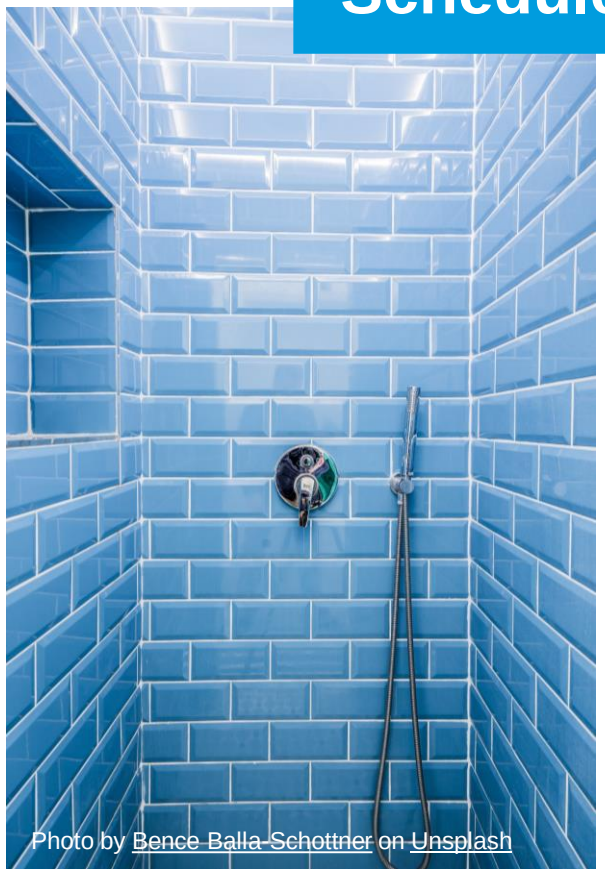
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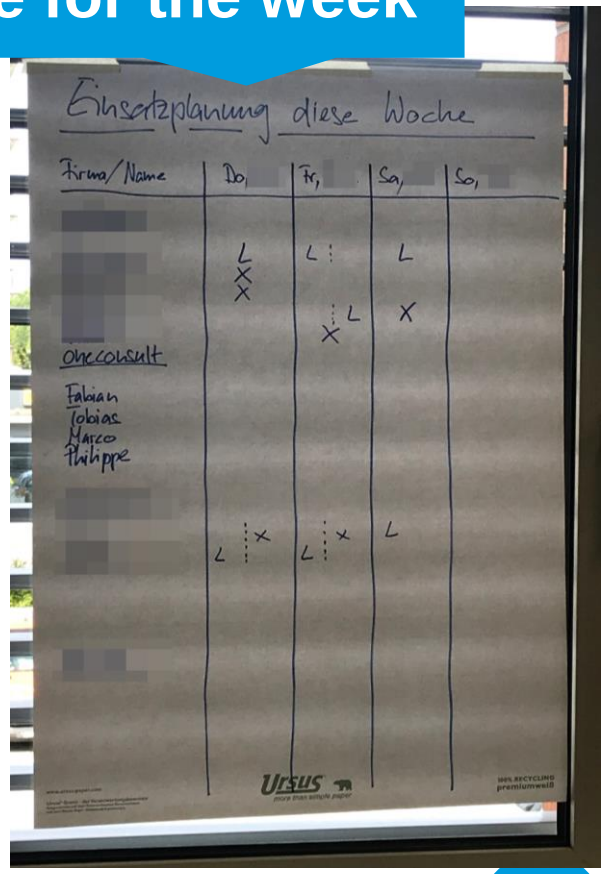
Schedule for the week



DFIR is difficult
Especially under high pressure

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Obvious, yet crucial to internalize

- We are humans
- Humans make mistakes
- We will make mistakes

Many find it difficult to accept this during their first major incident.

Assume 50% of staff operates at 50% of normal capacity.

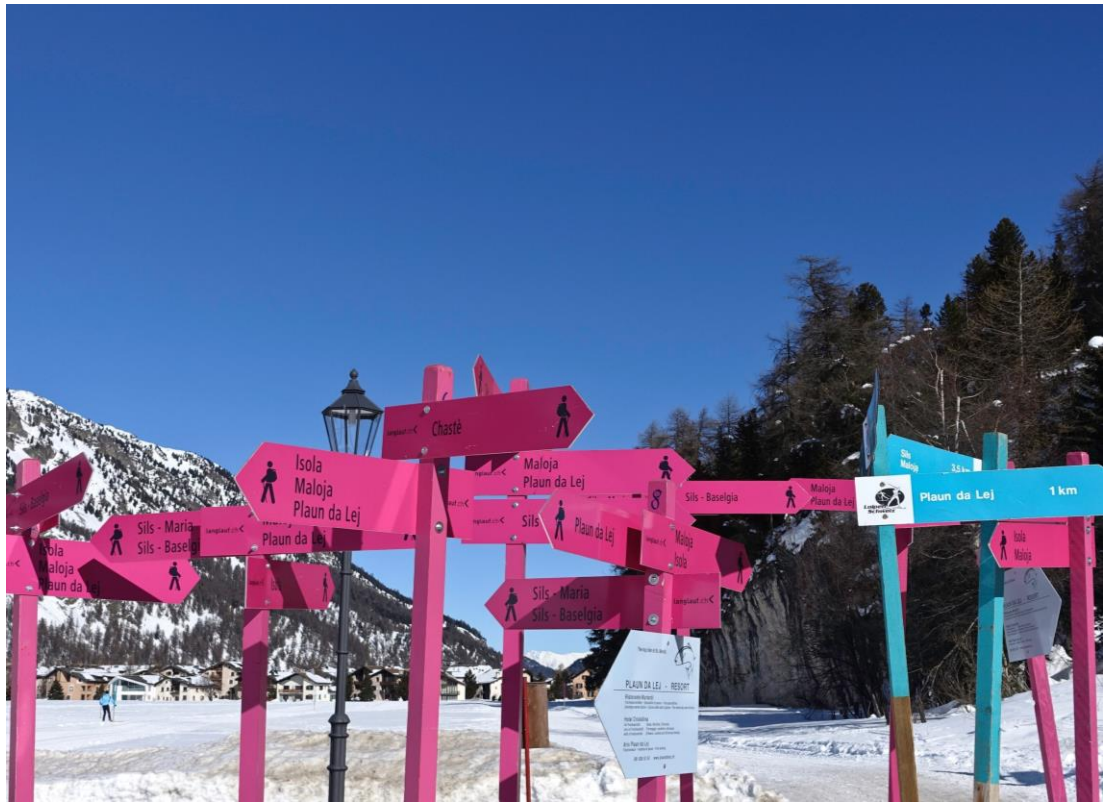

Photo by Daniele Levis Pelusi on Unsplash

It’s difficult for everyone
What kind of incident is it? Ask questions! Be nice.

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Why are you even trying?

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Be wary of digital tools.
Pen & paper works amazingly well

… to bring order to an incident

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Think in smaller, more modular playbooks

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Don't overwhelm yourself with all-encompassing playbooks, e.g., *THE RANSOMWARE PLAYBOOK*.

Many forms of cyber incidents require the same response activities. You can prepare for this!

- Immediate measures when our gut tells us panic
- Reset passwords and other secrets

Photo by Volodymyr Hryshchenko on Unsplash

Serious incidents take their time

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