

Incident Reporting and Response

What Incidents Should Be Reported?

- Any suspicious activity should be reported
 - This includes suspicious user account behavior, computer system failures or misbehavior, accidental publication of internal email, loss of equipment / account information, etc.
- Reporting methods
 - Internal
 - Online support ticketing system
 - Technical support email
 - External
 - Abuse / incident email contact
 - Public web-based contact form
 - Telephone number specifically for reporting abuse

Information for Reporting An Incident

- Date and time of the event
- Description of the event
- Assets that are affected or at risk as a result of the event
- Whether the event is in progress or has concluded
- Actions taken by the party reporting the event
- Informal assessment of the harm or impact to the asset
- Informal assessment of collaterally affected assets
- Data (logs, files, reports) that may assist the CIRT in analyzing the event

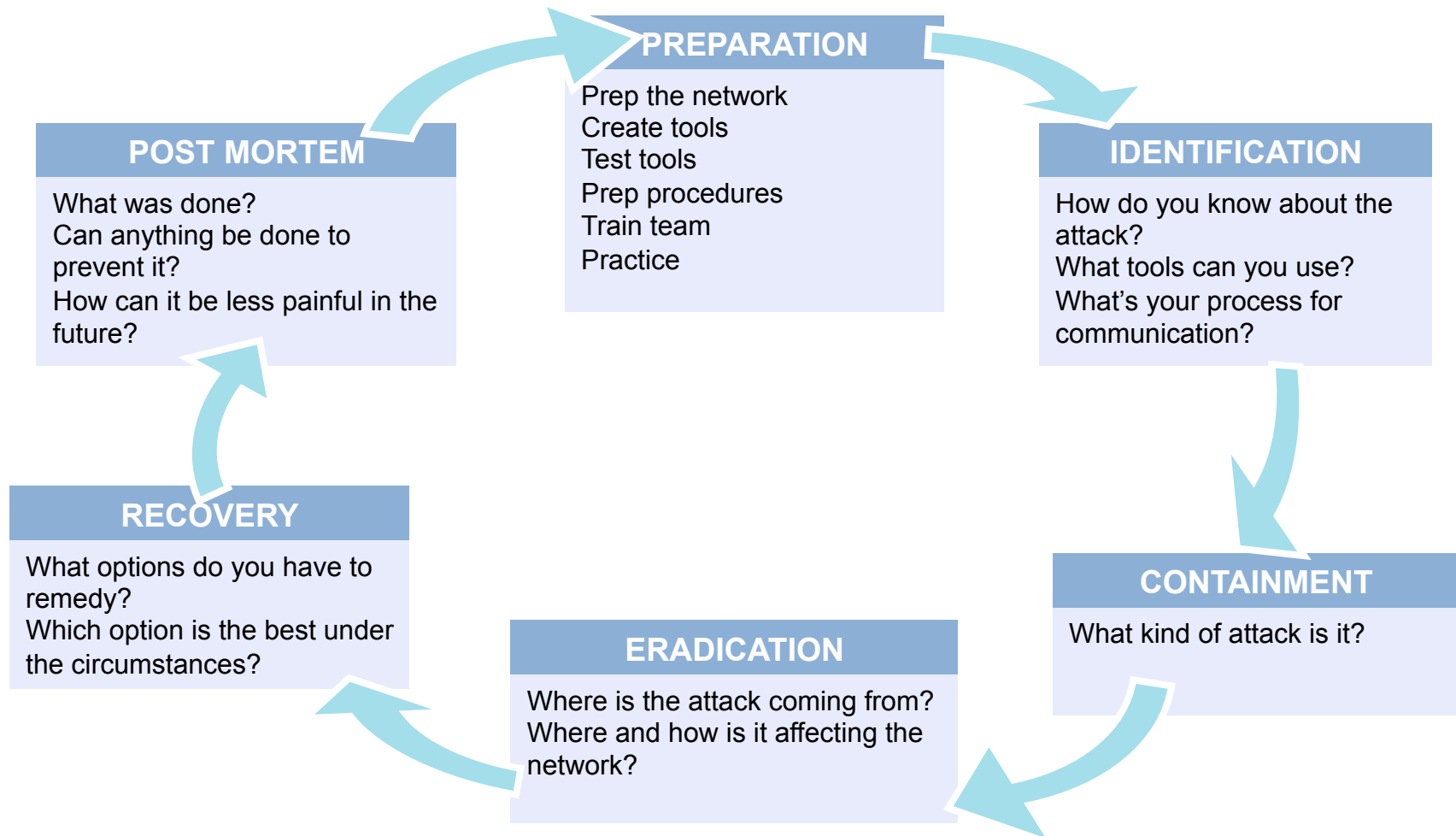
Incident Response

- It is always best to have a plan in place before something bad happens
- DO NOT PANIC!
- If you set appropriate guidelines now, it will make things a lot easier when a security incident happens



Create a checklist that can be followed when a significant security incident does occur!!

Six Phases of Incident Response



Preparation

- Includes technical and non-technical elements
- Know the enemy
 - Understand what drives the miscreants
 - Understand their techniques
- Create the security team and plan
 - Who handles security during an event? Is it the security folks? The networking folks?
- Harden the devices
- Prepare the tools

Preparation – Key Elements

- Policy
- Response Plan or Strategy
- Communication
- Documentation
- Team
- Access Control
- Tools
- Training

Identification

- Goal is to gather events, analyze them and determine whether you have an incident
- Assign Incident Handlers
 - Select a person to handle identification and assessment
 - Empower them to escalate if needed
- Control the Flow of Information
 - Enforce “need to know” policy
 - Tell details to minimum number of people possible
- Create Trusted Communication Channels

Identification

- Understand the details and scope of the attack
 - Identification is not sufficient; once an attack is identified, details matter
 - Guides subsequent actions
- Qualify and quantify the attack without jeopardizing services availability (e.g., crashing a router):
 - What type of attack has been identified?
 - What's the effect of the attack on the victim(s)?
 - What next steps are required (if any)?
- At the very least:
 - Source and destination address
 - Protocol information
 - Port information

How Do You Know You Are Under Attack?

Containment

- Stopping the Damage
 - Prevent attacker from getting any deeper into the impacted systems, or spreading to other systems
- Inform Management
- Additional 3 phases
 - Short term containment
 - Gathering evidence / backup
 - Long term containment

Short Term Containment

- Try to prevent attacker from causing more damage
- Want untainted evidence
- Some possible actions:
 - Disconnect network cable
 - Pull the power cable (loses volatile memory and may damage drive)
 - Isolate switch port so that system can no longer send/receive data
 - Apply filters to routers and/or firewalls
 - Change a target's name in DNS to point to a different IP address

Image Creation

- This is never easy under pressure
- Hint: Play with these tools and make sure you know how to use them before an incident happens
 - dd for Unix/Linux and Windows
 - Ghost (the latest versions – default is not bit-by-bit so know how to configure)
 - Drive duplicator hardware and write blockers

Long Term Containment

- Once back-up created for forensics analysis the changes for long term containment can begin
- Apply temporary solution(s) to stay in production while building a clean system
 - Patch system
 - Change passwords
 - Remove accounts used by hacker
 - Change file permissions
 - Shutdown backdoor processes used by attacker

Eradication

- Goal is to get rid of any traces on network device(s) that an attack occurred
- Determine how the attack was executed from the gathered evidence
- Restore operating systems and configurations from clean backups
- May require starting from completely wiped systems
- Improve defenses

Recovery

- Goal is to get impacted systems back into production in a safe manner
- Perform system validations
 - Run vulnerability scanners
 - Carefully check application and device logs
- Use network and host-based intrusion detection systems to monitor reoccurrence of attack
- Apply any newly identified mitigation techniques

Post Mortem

- A post mortem will help analyze the event after normal operations has resumed (and people have caught up on sleep)
- Have the meeting soon after the incident passed so everyone has details fresh in their minds
- Do NOT blame anyone for doing something incorrectly
- The primary goal is to address lessons learned and not make the same mistakes next time
- What can you do to make recovery faster, easier, less painful in the future?

Do You Have A CIRT?

- You should have a Computer Incident Response Team established
- Who is part of this?
- What are their responsibilities?
- Important – define a single individual to be in charge of final decisions (also have a backup for this individual)
- Know who you need to contact
 - Legal / regulatory responsibility
 - Upstream ISPs who may help filter on DDoS attacks
 - Impacted individuals