Cyber incident response plan services

Even the best security can be beaten and, at some point, most networks will be attacked. Will you be prepared when your network is the target?

The challenge

Incident response is a key component in a strategy meant to provide cyber resilience. Yet, many organizations have no plan at all for incident response, or their plan is outdated, untested and lacks the detail necessary to be effective.

How Zurich delivers

Plan review and enhancement

Zurich Cyber Consultants in Incident Response will review an existing C-IRP (Cyber Incident Response Plan) and make recommendations where necessary to enhance the plan's effectiveness and usability with respect to preparation, detection, containment, eradication, recovery and lessons learned related to security incidents. Additionally, test procedures will be suggested to keep the plan current and useable over time.

Plan development

Zurich Cyber Consultants will provide guidance and/or project management to a customer in the creation of a C-IRP. Roles and responsibilities of stakeholders, escalation and communication processes, threat-specific playbooks and other critical functions of the incident response process will be addressed.

How does it work?

Whether it is a plan review or the creation of a new C-IRP, the process is similar. First, a Zurich cyber security specialist will review your overall program to identify policies, procedures, workflows and other documentation or processes relevant to resilience and response. Zurich will then identify gaps between the existing plan and industry key practices, and provide recommendations for closing those gaps. For a new C-IRP, Zurich will create a plan template based on the customer's unique needs, while still incorporating an industry-accepted framework.

In both cases, customer stakeholders complete the details of the C-IRP with Zurich, providing project guidance to include appropriate controls. By placing responsibility for plan completion with the customer, Zurich ensures that the C-IRP is customized to their specific needs and will be effective when needed.

The Zurich approach draws upon industry-recognized best practices, respected and widely used frameworks, deep knowledge, and vital takeaways from previous incidents to help customers in their cyber strategy and ultimately cyber resiliency.

For further information please contact: usz.cyberRE@zurichna.com

The Zurich Services Corporation
Risk Engineering
1299 Zurich Way
Schaumburg, IL 60196-1056
800 982 5964 www.zurichna.com

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