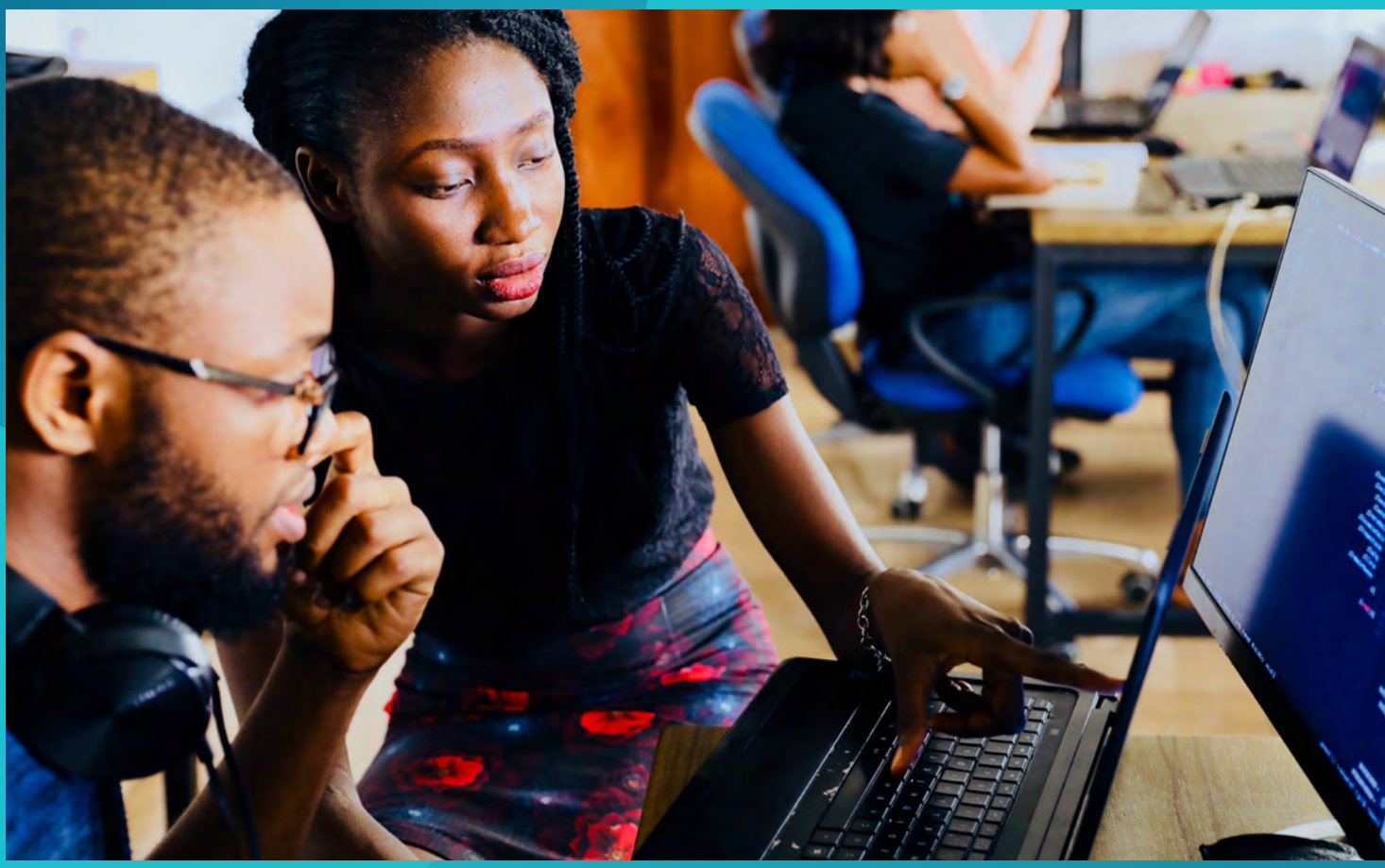
THE CYBER RESILIENCE CENTRE FOR THE NORTH WEST



Prepare Your Business: Checklist

In partnership with

Scottish Business Resilience Centre

NORTH WEST REGIONAL ORGANISED CRIME UNIT

nwcrc.co.uk

Prepare your business: Checklist

Use this checklist to help prepare for, respond to and recover from cyber incidents. For more information visit: www.nwcrc.co.uk/incidentresponse/

Plan ahead: What could you do to protect your business?	Notes
Identify and prioritise your most valuable assets ○ What do you care about most? ○ What are your 'Crown Jewels'? **When an incident occurs:** ○ Consider your order of system recovery and prioritise these areas. ○ Review at the time of invocation of the incident – your recovery order will depend on the current needs of the business at that time.	
Understanding your IT service contracts ○ Check what support is included by any outsourced SAAS (Software as a Service) providers within your contract. This might include email accounts, calendars, and file storage. ○ Give clear and detailed instructions on what security controls you want your IT provider to implement. **For each external provider write down:** ○ What data are they responsible for? ○ Are back-ups included in your package? Are they turned on? ○ Are there other security features you could add on or turn on?	
Create a Cyber Security Incident Response Team ○ Create a team who will handle the response to an incident. This step may involve input from your outsourced IT managed service provider.	

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Ensure staff understand Cyber Incident Team roles ○ Allocate deputies to cover for absences.	
Consider what equipment may be required to run your business offline ○ What would a manual process look like? ○ Have a back-up communication channel e.g phone numbers, social media, intranet.	
Capture business emergency contacts ○ Create an emergency contact document. Include staff names and contact details, emergency contacts, customers and suppliers. ○ Make a digital copy of the document available in a place you can access easily. ○ Print a hard copy of the document and keep it in a safe place. ○ Consider keeping another copy of this document somewhere offsite. ○ Update this document regularly (for example every 3 months).	
Share resilience plans with staff ○ Train staff who feature within the Incident Response Team on what is expected of them in their roles. ○ Ensure they have a delegated deputy in case of staff absences. ○ Implement staff training for policies and procedures and reporting incidents.	
Understand the role of social media and communications in cyber incident response ○ Create a crisis communication plan. ○ Create a public relations plan. ○ Draft responses for a variety of scenarios and timeframes, including information to get you through the first 48 hours. ○ Draft content for your company website – pre-upload a draft web-page with information including FAQs and / or a hotline for customers or stakeholders to call.	

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Make copies of your incident response plan ◯ Ensure you can still access your plan should computer equipment become unavailable.	
Undertake weekly IT security checks ◯ Undertake weekly security updates. ◯ Regularly check you can restore your information from a back-up copy. Make sure that data is copying in a condition where it can be restored from. ◯ Do you need to replace or restore any technology?	
Regularly (daily / weekly) back-up computers and key documents ◯ Keep copies safe / offsite. ◯ Ensure you can restore the information from it. ◯ https://www.ncsc.gov.uk/collection/small-business-guide/backing-your-data	
Test your Cyber Incident Response plan ◯ NCSC Exercise in a Box lets you test your incident response plan, ensuring staff know how to respond during an incident. It contains material for setting up, planning, delivery, and post-exercise activity. ◯ Regularly test and check key elements of the plan. ◯ Consider creating your own bespoke cyber exercises. This allows you to tailor these to reflect your organisation's values and threats you face.	

Designed by

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