

Checklist for the Lifecycle of a Cyberattack

Before



Brainstorm scenarios



Create incident and message templates (consult marketing/legal when appropriate)



Conduct training drills

During



Utilize predrafted messages and templates for broadcast



Create an incident management team



Make sure to send relevant updates to affected parties



Leverage reporting functionality to ensure message delivery, speed, accuracy, and to see who is actually responding



Ensure communications meet regulatory and compliance standards



Evaluate need to involve law enforcement

After



Send event resolution message (consult marketing/legal when needed)



Analyze reports to see performance of broadcast, response rates, who responded and more