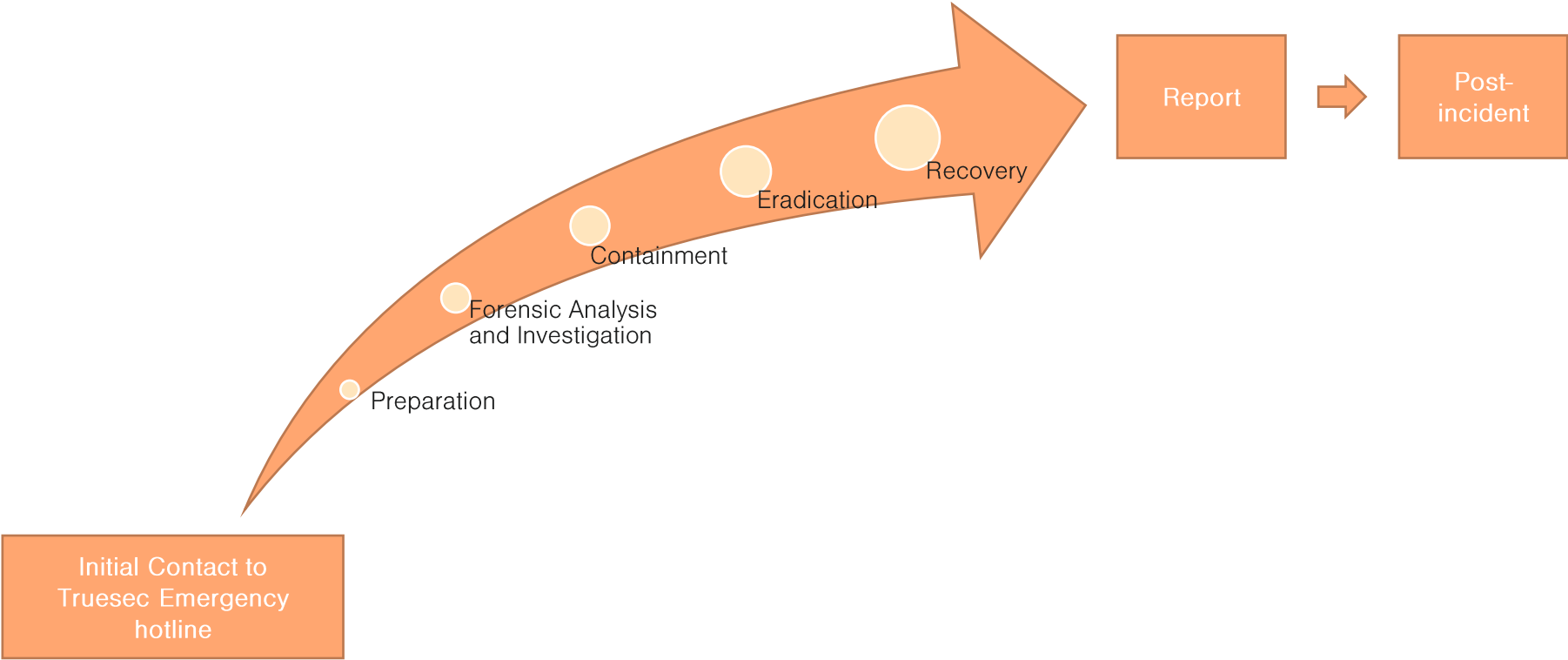# Standby Cybersecurity Incident Response Team

Provides organizations high-priority access to experienced experts in an battle proven cybersecurity incident response team
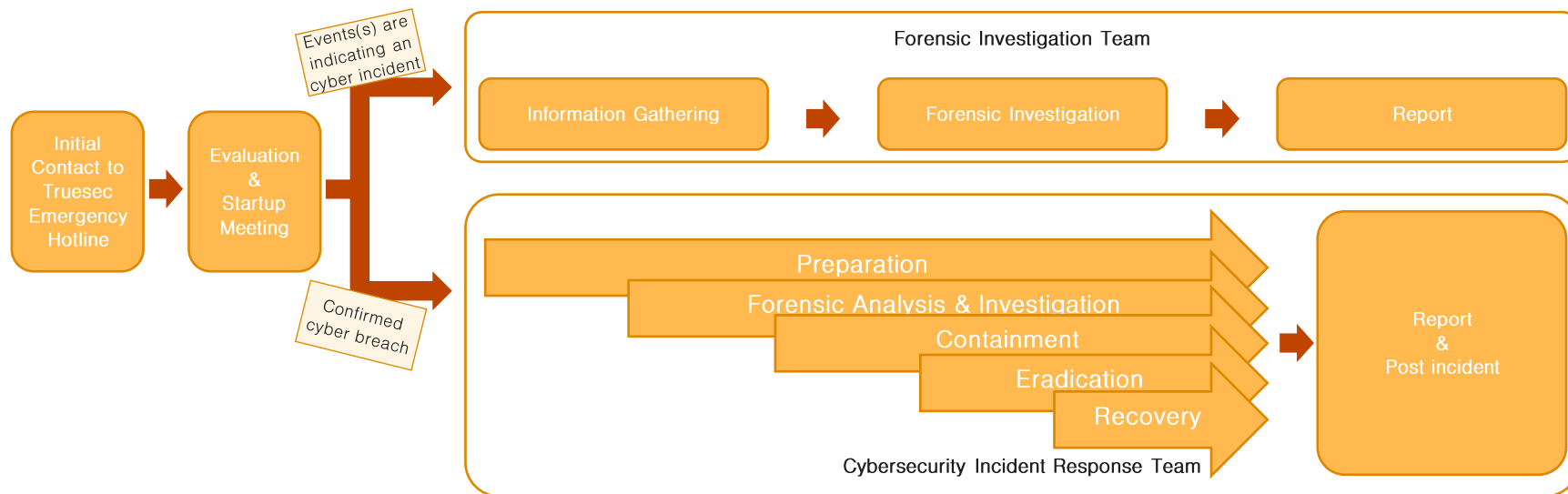
Main Advantages

- Provides the Client with high-priority access to experienced experts

- Prioritized access with SLA on Startup Meeting

- Predetermined Consultancy fees

- Personal Data Processing Agreements (DPA) and NDAs are done and signed, for quick startup of an incident

Overview – The Incident Process

Report

Post-incident

Recovery

Eradication

Containment

Forensic Analysis and Investigation

Preparation

Initial Contact to Truesec Emergency hotline

Service Workflow

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Initial Contact to Truesec Emergency Hotline

Evaluation & Startup Meeting

Events(s) are indicating an cyber incident

Confirmed cyber breach

Forensic Investigation Team

Information Gathering

Forensic Investigation

Report

Preparation

Forensic Analysis & Investigation

Containment

Eradication

Recovery

Cybersecurity Incident Response Team

Report & Post incident

Activities part of the service

Service activity	Price model
Priority access to Truesec Emergency Hotline	Included in monthly cost
Startup Meeting after initiation to Truesec Emergency Hotline, according to SLA	Included in monthly cost
Work performed by experts during incident (Forensic team and/or Cybersecurity incident response team)	Per hour at predefined rate
Governance and reporting	Included in monthly cost
Onboarding	Included in monthly cost
Readiness workshop	Optional, offered separately
Crisis- and Incident response plans	Optional, offered separately
OnDemand hardware to use during Incident Response work	Optional, offered separately
Incident Security Operations Center (SOC)	Optional, offered separately
Retainer with pre-allocated hours	Optional, offered separately
Secure storage at Truesec of Client owned hardware/computers to be used in case of an incident	Optional, 1000 SEK per client and month
Incident Response Readiness Exercise	Optional, offered separately

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SLA on Startup Meeting after initiation to Truesec Emergency Hotline

Delivery	SLA	How is this measured (SLI)
Delivery of booking for Startup Meeting	The maximum time from initial call to a booked Startup Meeting should be 4 hours, unless otherwise agreed during the call to the Truesec Emergency Hotline or subsequent communication	The time that has elapsed between the timestamp on the answered phone call on Truesec Emergency Hotline, and timestamp on outgoing meeting request from Truesec tenant

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