



My  
CYBER EMERGENCY  
RESPONSE TEAM

My-CERT.com



You've had a data breach or  
network security attack...

## NOW WHAT?

We'll help you respond so you can focus on what matters most – keeping your business productive and moving forward. Use the Incident Response Road Map below as a quick reference for what to do. Keep a copy handy and share with your internal incident response team.

### INCIDENT RESPONSE ROAD MAP

#### YOU ARE HERE

1

If you have cyber insurance, contact your Insurer.  
If you are unable to contact your Insurer **OR** don't have cyber insurance, then Call toll-free:

833.4My.CERT  
(833.469.2378)

Available 24/7/365

2

We will deploy a qualified information security team to triage the event.  
Is the security event an incident?

3

If the security event is an incident that may result in damage or risk to information security assets or operations, then you will want to contact a Data Breach Attorney.

4

Debrief with the Data Breach Attorney who will want to discuss:

- The date(s) of the incident
- The nature of the incident
- Do you have stand-alone cyber insurance?
- Fact finding and evidence collection, if any to date, by the internal team.

5

The Data Breach Attorney will help you coordinate with external stakeholders.

6

Key external stakeholders in an incident response include:

- Data Breach Attorney
- Insurance Broker
- Insurance Carrier
- Defense Attorney
- Information Security Investigator and Forensics Specialist
- Payment Forensic Investigator
- Customers
- Shareholders
- Regulators
- Law Enforcement
- Cyber Crisis Management
- Mail House and Call Center
- Identity or Credit Monitoring

7

**EXECUTE**  
your  
Incident  
Response Plan.