

myShakespeare Breach Response Plan

Overview

This document outlines the steps to be taken in the event of the discovery of a breach to any of the myshakespeare.com systems.

Roles

Security Officer - Oversees the management of handling a breach response.

Managers - Manage communications and decisions about the breach.

Developers - Analyze and fix the breach.

General Procedure

1. When any role becomes aware of a breach, they should immediately inform everyone that there has been a breach. The Security Officer should be contacted by phone and email. If the Security Officer can't be contacted, then try the Managers by phone and then the Developers. Everyone else can be contacted via email. The email should contain a brief summary of the incident.
2. The Security Officer and available Developers will initiate an analysis of the breach.
3. Based on the analysis, the Security Officer and available Developers take steps to contain the breach. The Security Officer reports any steps taken to the Managers.
4. Once the breach has been contained, the Security Officer and Developers determine a fix and assess the extent of the breach.
5. The Managers meet with the Security Officer and Developers to work out any communications about the breach.
6. Everyone who worked on the breach analyzes the response to the breach with the intent of defining and implementing mitigations for this class of breach in the future.

Guidelines

Security Officer and Developers

Evidence should be preserved wherever possible. Before analyzing a log, make a copy and store it securely outside of the myShakespeare network. Before changing a file, make a copy stored securely outside the myShakespeare network, and note the last modification date and the owner.