



Incident Response is an organized approach to addressing and managing the aftermath of a security breach, attack or internal incident. Whether initiated by a disgruntled employee, a malicious competitor or a misguided hacker, deliberate attacks often cause damage and disruption equal to or greater than any natural disaster. Threats can also take less devious forms such as human error, accidents, natural disaster or other adversities. The goal of Incident Response is to handle the situation in a way that limits damage and reduces recovery time and costs.

BTB's Incident Response Services are a set of offerings that allow organizations to outsource responding to security incidents and aid in recovery activities. BTB works with companies to establish and maintain appropriate Incident Response policies and procedures and provides expert response capabilities to minimize damage, identify and recover compromised data, preserve evidence, and provide root cause analysis.

Incident Response Services are provided both as a retainer and ad-hoc service, allowing clients to either use our expertise with guaranteed availability or at our earliest availability. Every response is unique, but BTB follows the general phases:

- Preparation (retainer clients)
- Identification
- Containment
- Eradication
- Recovery
- Lessons Learned

If you think you may have a problem, act quickly. The initial consultation with one of our certified forensic examiners doesn't cost you a thing and may prevent valuable evidence from being destroyed. Handling this situation on your own is a risky strategy which may have far-reaching effects. BTB has the experience needed to handle any type or size incident, while keeping in mind your unique situation and budgetary constraints.

"While Incident Response can be highly technical, the nontechnical aspects of Incident Response are just as valuable and sometimes more demanding for an organization. Coordination with legal, human resources, operations, other IT resources and principal decision makers are key in successfully preparing for and dealing with an incident."