

# Incident Response Plan

One page for the worst day. Fill it in, print it and keep a copy where you can reach it when computers and email are down.



## ORGANIZATION

## LAST UPDATED

## PLAN OWNER

### Who to call

Incident lead

IT support or provider

Policy number

Bank fraud line

Backup lead

Cyber insurer claims hotline

Legal counsel

Leadership and board contact

### 1 Spot it

- ☐ Unexpected MFA prompts or codes.
- ☐ Emails sent from your account that you did not write.
- ☐ A ransom note, or files that will not open.
- ☐ An urgent request to pay or change bank details.
- ☐ An alert from your security tools or IT provider.

### 3 Write it down

- ☐ Start a log: time, who noticed, what they saw, what was done.
- ☐ Take photos of screens and messages.
- ☐ Keep the evidence. Do not wipe or rebuild anything yet.

### 5 Recover

- ☐ Restore from backups you know are clean.
- ☐ Reset passwords and MFA for every affected account.
- ☐ Watch closely for a few weeks for signs the attacker is back.

### 2 Contain it, first hour

- ☐ Disconnect the device from the network. Unplug the cable or turn off Wi-Fi, but **do not shut it down**.
- ☐ Disable the account, reset its password and sign out all its sessions.
- ☐ Call the incident lead, then the **insurer hotline** before hiring outside help.
- ☐ Do not pay, reply to or negotiate with the attacker.

### 4 Notify

- ☐ Leadership and the board, as set out above.
- ☐ Your insurer, within the time your policy requires.
- ☐ Legal counsel decides if clients, funders or regulators must be told, and by when.
- ☐ Staff: what happened, what to do and who to ask.

### 6 Learn

- ☐ Review within two weeks: what worked and what did not.
- ☐ Fix the gaps and update this plan.
- ☐ Share lessons with staff, without blame.

**Speed beats certainty.** If something looks wrong, call the incident lead now. A false alarm costs minutes. A late call can cost weeks.

This template is a starting point, not legal advice. Review it with your insurer and legal counsel.

### Want a second pair of eyes? Ask for a free first look.

One conversation and a straight answer about where your organization stands. No cost, no commitment, no pitch.

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