

Incident management services

Contain. Learn. Prevent.

All organisations have an obligation to protect client customer information, and in particular sensitive data. QCC offers a range of services to ensure that any security breach is dealt with quickly and effectively, so that your organisation can contain it, learn from it and prevent it happening again.

Incident response

We provide guidance and advice when you need it most, helping you to respond effectively and quickly in the event of a security breach, and ensuring the situation is contained. We offer:

- **Immediate telephone support**
Support and guidance when a security incident occurs
- **Rapid analysis**
Identifying potential causes of the incident and implementing appropriate response procedures
- **On-site assistance**
Expertise in emergency planning, senior management briefing, IT security, investigations, interviewing and systems recovery
- **Digital forensics**
In-house investigative capabilities
- **Strict confidentiality**
Comprehensive non-disclosure agreements
- **Penetration testing**
Identifying security weaknesses in your network and ways to protect and strengthen your information systems

Training and workshops

Our experienced trainers will provide your key staff with the knowledge they need to respond appropriately to security breach incidents through:

- **Incident management workshops**
An opportunity for employees to experience responding to a security incident – in a safe, controlled environment
- **Incident management training**
In-house or off-site training and skills development for key staff on incident management issues

Policy review and guidance

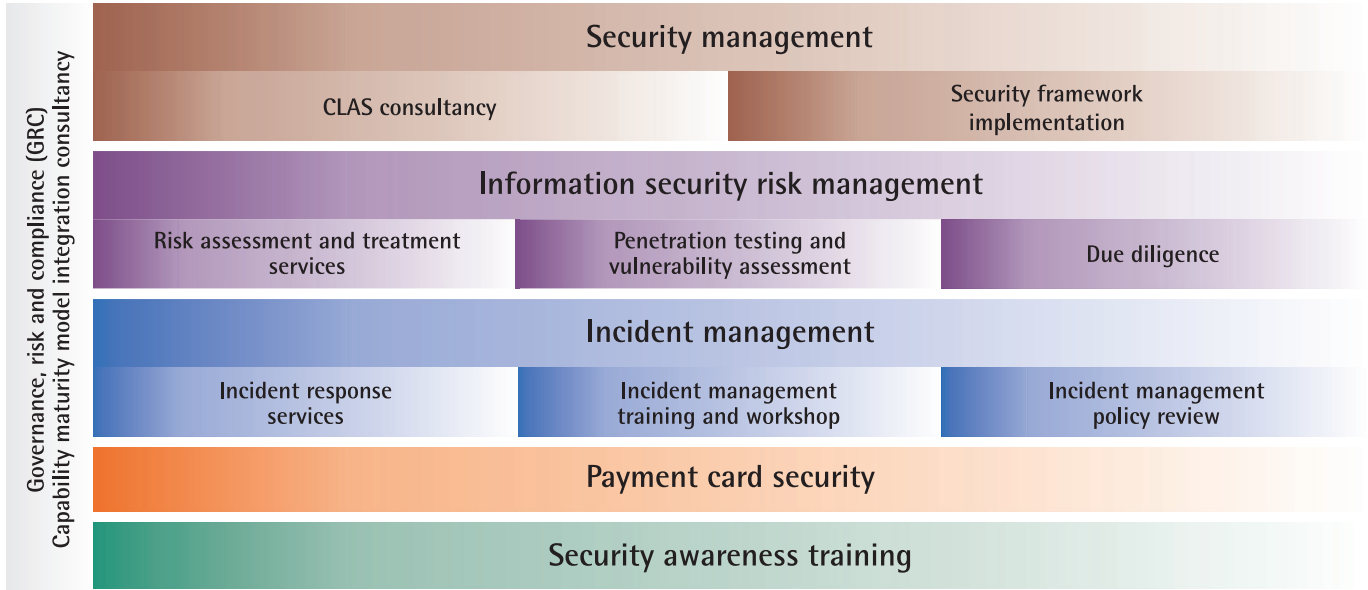
Our experts will assess the effectiveness of your current incident response procedures and help you formulate a robust incident management policy by analysing the following areas:

- **Preparation and planning**
Understanding the goals and objectives that need to be established in order to implement and maintain an incident response capability
- **Notification**
Identifying who should be contacted in the case of an incident and establishing notification methods and procedures
- **Identification**
Identifying if it is an incident or event and assessing its seriousness
- **Handling**
Establishing a command and control structure and clarifying how decisions are made about mitigation activities to contain and minimise the impact of incidents
- **Aftermath**
Identifying key steps following an incident to assess impact on the business and establish whether policies and procedures need to be updated in order to prevent recurrence
- **Responsibilities**
Understanding the administrative response to incidents and assessing whether changes need to be made to organisational roles



QCC security and risk management services

Our comprehensive portfolio of security and risk management services provides support across every aspect of information security.



About QCC

Established in 1996 as one of the first independent information security companies in Europe, QCC has a strong reputation across all areas of proactive and reactive security and risk management services. These include security management consultancy, risk assessment and digital forensics, as well as payment card security and security awareness training.

With considerable experience working in the public and private sector, our highly-skilled consultants are uniquely placed to help you develop a clear and robust information security strategy for your organisation.

Identify. Quantify. Fortify.

Contact us

For further information on any QCC services and products, call us on +44 (0)20 7353 9000, email us on info@qccis.com, or visit www.qccis.com.



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