Prepare your business: Checklist

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Scottish Business Resilience Centre

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Use this checklist to help prepare for, respond and recover from cyber incidents. For more information visit: https://www.cyberscotland.com/incident-response/

Plan ahead: What could you do to protect your business?	Notes
Identify and prioritise your most valuable assets ☐ What do you care about most? ☐ What are your 'Crown Jewels'? **When an incident occurs:** ☐ Consider your order of system recovery and prioritise these areas. ☐ Review at the time of invocation of the incident – your recovery order will depend on the current needs of the business at that time.	
Understanding your IT service contracts ☐ Check what support is included by any outsourced SAAS (Software as a Service) providers within your contract. This might include email accounts, calendars, and file storage. ☐ Give clear and detailed instructions what security controls you want your IT provider to implement. **For each external provider write down:** ☐ What data are they responsible for? ☐ Are back-ups included in your package? Are they turned on? ☐ Are there other security features you could add on or turn on?	
Be aware of exactly what is covered in your insurance policy. **If you have purchased cyber insurance:** ☐ Make sure the Insurer is informed at the start of the incident, as retrospective claims can be difficult. ☐ What service will your insurer provide in the immediate response to an incident? ☐ Does your insurance include IT forensic recovery? (recovering data from damaged or destroyed machines). ☐ Does your insurance include legal help? Or public relation support? ☐ Does it cover claims for compensation by third parties? (for example, if a customer's personal data is lost)	

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Create a Cyber Security Incident Response Team ☐ Create a team who will handle the response to an incident. This step may involve input from your outsourced IT managed service provider.	
Ensure staff understand Cyber Incident Team roles ☐ Allocate deputies to cover for absences	
Consider what equipment may be required to run your business offline ☐ What would a manual process look like? ☐ Have a back-up communication channel e.g phone numbers, social media, intranet	
Capture business emergency contacts ☐ Create an emergency contact document. Include staff names and contact details, emergency contacts, customer and suppliers. ☐ Make a digital copy of the document available in a place you can access it easily. ☐ Print a hard copy of the document and keep it in a safe place. ☐ Consider keeping another copy of this document somewhere offsite. ☐ Update this document regularly (for example every 3 months)	
Share resilience plans with staff ☐ Train staff who feature within the incident response team on what is expected of them in their roles. ☐ Ensure they have a delegated deputy in case of staff absences ☐ Implement staff training for policies and procedures and reporting incidents	
Understand the role of social media and communications in cyber incident response. ☐ Create a Crisis Communication plan ☐ Create a Public Relations plan ☐ Draft responses for a variety of scenarios and timeframes, including information to get you through the first 48 hours. ☐ Draft content for company website – Pre-upload a draft web-page with information including FAQ and / or hotline for customers or stakeholders to call. ☐ Scottish Business Resilience Centre's Reputational Management Framework document outlines the key steps you should take from a reputation management perspective in the event of a crisis.	

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Make copies of your incident response plan ☐ Ensure you can still access your plan should computer equipment become unavailable.	
Undertake weekly IT security checks ☐ Undertake weekly security updates ☐ Regularly check you can restore your information from a back-up copy. Make sure that data is copying in a condition where it can be restored from. ☐ Do you need to replace or restore any technology?	
Regularly (daily / weekly) back-up computers and key documents ☐ Keep copies safe / offsite ☐ Ensure you can restore the information from it. ☐ https://www.ncsc.gov.uk/collection/small-business-guide/backing-your-data	
Test your Cyber Incident Response plan ☐ NCSC Exercise in a Box lets you test your incident response plan, ensuring staff know how to respond during an incident. It contains material for setting up, planning, delivery, and post exercise activity. ☐ Regularly test and check key elements of the plan ☐ Consider creating your own bespoke cyber exercises. This allows you to tailor these to reflect your organisation's values and threats you face.	

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