AT&T Consulting
Security services for incident response and forensics

Whether or not your organization is prepared, security breaches have become common occurrences. Sometimes, the bad guys win, and security measures occasionally fail to prevent an incident. AT&T has experts in incident response, forensics and electronic discovery who can support or supplement your team when suspected unauthorized, illegal or malicious activities are detected or you are ready to develop a comprehensive plan so you are prepared in the event of a breach.

Incident Response (IR) is an expedited reaction to an adverse event, issue or occurrence. Incident management of a security incident may include: Detection, Triage, Response, Containment, Root cause analysis and a plan to prevent similar events in the future.

Computer forensics is the process of examining and preserving data found in computer systems, digital storage mediums or on networks. This is necessary to determine as much as possible about a security incident including identifying how it occurred, a root cause analysis to determine why it occurred, collection of evidence for suspected misuse, documentation of policy violations, and documentation of potentially unlawful activities or actions.

**Incident Response and Forensics Process**
Incident Response and Forensics is most often required when adverse or illegal activity is identified within systems and networks.

Our incident response specialists can either spearhead an investigation or supplement your internal security and legal teams.

Companies across numerous verticals value the independence of our incident response professionals and turn to our expertise when an adverse event requires an investigation.

We offer priority incident response services for those clients requiring pre-existing service agreements to ensure rapid response by specialized personnel.

**Incidence Response Retainer Services**
An incident response retainer allows a company to establish the terms and conditions for providing services in the event of a suspected or confirmed information security incident. With a retainer in place, an organization has a trusted partner on standby to call in the event of a security breach. This proactive approach can significantly decrease response time and reduce the impact of a security incident, including theft of sensitive data.

This service helps enable you to field a team of information security professionals in response to a security incident or breach, assess the nature and depth of the breach, as well as the remediation of the breach. As part of this service we can gather and validate data that can be shared with law enforcement authorities. This service also provides a programmatic approach to your incident response plan. With regular touch points and scheduled activities we can prepare you to take action should a security incident occur. As part of the on boarding process and preparedness exercises, AT&T Consultants delivering the service will work with your security staff, legal and executive teams to create internal and external messaging for

---

**Potential Benefits**
- Respond to security incidents to help stop attacks and mitigate impact
- Assist the safeguarding of information assets by quickly identifying and eradicating incidents
- Help reduce damage by leveraging repeatable and auditable response processes
- Analyze and recover from attacks quickly by using our incident management expertise
- Help improve incident response preparedness

**Features**
- Incident Response and Forensics Operations Assessment
- Forensics & Electronic Discovery
- The available Retainer Service allows companies to pre-establish terms and conditions for providing services in the even of a breach

To learn more about Security Services for Incident Response and Forensics from AT&T, visit [www.att.com/security-consulting](http://www.att.com/security-consulting) or have us contact you.
use in the event of an incident. Through the
program reviews/table top exercises the
release of this messaging can be planned so
that if an incident occurs, both the timing and
the method of the release of this information
is reviewed and approved ahead of the
incident.

AT&T Consulting can provide Incident
Response as an expedited service followed
immediately with a forensic examination, or
can be brought in after an internal response
effort to conduct the forensic investigation.
During the response, we may work with
legal, IT, information security, compliance,
business unit and risk managers to provide
value to all affected parts of your business.
We provide the following services that
address the security risks and challenges that
organizations face after an incident.

Incident Response
The AT&T Consulting Incident Response
team is available to assist when suspected
unauthorized, illegal, or malicious activities
are detected. Our skilled specialists are
available to respond to incidents across
multiple locations. AT&T Consulting has
worked with Fortune 500 companies on
credit card breaches, malware outbreaks
and internal investigations for many years.
AT&T Consulting is available to support
companies responding to various types of
incidents including but not limited to: insider
threats, external hackers, malware outbreaks,
employee policy violations, and electronic
discovery in response to lawsuits.

Incident Response and Forensics
Operations Assessment
The Incident Response and Forensics
operations assessment service provides
a critical review of your current internal
processes and procedures for handling
events, incidents and evidence. The results
of the review are presented in a gap analysis
format referencing industry best practices.

This service includes, but is not limited to,
a review of the following: current incident
response plans; incident responder and
handler skill set evaluations; incident
responder and handler training evaluations;
evidence seizure and storage procedure
analysis; electronic data recovery; and
litigation support.

Forensics and Electronic Discovery

For more information contact an AT&T Representative or visit www.att.com/security-consulting.