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| Crisis & Incident Alert - Result |
| **Category of Incident:** (cyber-attack, bug, website down…) |
| **Date of Incident** : Date |
| **Contact lead** : CIM Coordinator |
| Details of the issue |
| Company name on customers complaints around issue.  (e.g.) *Customers complained on social media about difficulty to login their bank accounts. Company investigated this issue and found out that they had been hacked. Possibility of data leak. IT trying to stop the cyber-attack and get accounts back to normal.* |
| Actions taken |
| CIM Team met and defined properties and actions.  Severity assessed  Traced affected product.  Validated complaints and identify cause. **Issue** **checked and problem identified, issue source. *Issue result (e.g. website down)*.** |
| Follow up |
| What to do with possible data leak  Define plan and or options to stop the cyber-attack  Decide what to do next and how to improve company’s cyber security  Provide customer re assurance. |