



Prepare your business: Checklist

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

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

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<p>Make copies of your incident response plan</p> <p><input type="checkbox"/> Ensure you can still access your plan should computer equipment become unavailable.</p>	
<p>Undertake weekly IT security checks</p> <p><input type="checkbox"/> Undertake weekly security updates</p> <p><input type="checkbox"/> 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.</p> <p><input type="checkbox"/> Do you need to replace or restore any technology?</p>	
<p>Regularly (daily / weekly) back-up computers and key documents</p> <p><input type="checkbox"/> Keep copies safe / offsite</p> <p><input type="checkbox"/> Ensure you can restore the information from it.</p> <p><input type="checkbox"/> https://www.ncsc.gov.uk/collection/small-business-guide/backing-your-data</p>	
<p>Test your Cyber Incident Response plan</p> <p><input type="checkbox"/> 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.</p> <p><input type="checkbox"/> Regularly test and check key elements of the plan</p> <p><input type="checkbox"/> Consider creating your own bespoke cyber exercises. This allows you to tailor these to reflect your organisation's values and threats you face.</p>	



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