



IBM Security X-Force Cyber Crisis Management Services

A whole-of-business response to a crisis-level cyberattack that escalates beyond traditional incident response and threatens the entirety of your organization

Organizations of all types and sizes face cybersecurity threats and attacks nearly every day. These attacks can expand rapidly beyond being simply a security problem and escalate to becoming a crisis for the business itself. A **crisis-level cyberattack** can damage reputation and brand, disrupt or halt delivery of products and services, and expose customer and employee private information. At their worst, these attacks can cripple an organization permanently.

Successful remediation of a crisis-level cyberattack requires not only adept security technical prowess but a nimble "whole-of-business" response that allows an organization to respond in unison—not in silos. Advanced preparation is critical and must include planning and testing that encompasses identified members from multiple functions across the organization. This ensures that teams outside of the IT function understand they have important roles to perform, know how to accomplish it, and how their participation can help the entire organization respond to and recover from a crisis-level cyberattack.

Organizations are looking to partner with a leader that can help them build, deploy and execute a cyber crisis management program.

Highlights

- Provides customers a framework to prepare for and respond to crisis-level cyberattacks
- Includes a “whole-of-business” plan that enables distinct business functions to act in unison during a crisis
- Helps preserve reputation, brand and customer loyalty
- Fortifies an organization’s business continuity



IBM Security X-Force Cyber Crisis Management Services

IBM Security X-Force Cyber Crisis Management (CCM) Services can help to improve your organization's cyber resiliency to better respond to crisis-level cyberattacks. These services provide industry experts who consult your teams as a trusted partner to build and practice a cyber crisis management plan across your organization, guide them during an actual cyberattack, and create post-attack lessons learned.

X-Force CCM delivers three offering components:

Cyber Crisis Management Program Maturity Assessment

This proactive preparation helps your organization review and enhance its existing cyber crisis management program. Cyber crisis experts work hand-in-hand with your teams by conducting best practice reviews, interviewing key stakeholders, and analyzing existing incident response and crisis response plans and procedures. You will receive a detailed roadmap that identifies actions needed to improve your cyber crisis management program and specific recommendations on how to get there.

Cyber Crisis Management Plan Development

IBM Security X-Force cyber crisis experts work with your organization to develop a cyber crisis management plan that helps your business leaders quickly identify and respond to crisis-level cyberattacks. Included are detailed playbooks that enable individual business functions to act in unison and swiftly and adeptly help resolve a crisis.



Cyber Crisis Management Tabletop Exercises

Participants will practice their response to crisis-level cyberattacks with skilled facilitator guidance. Based on actual life events, the tabletop exercises will enable your organization to test business processes, procedures, and response; help stakeholders communicate more openly and build relationships across silos; expose gaps in established processes and technologies, and enhance cyber awareness readiness and coordination.

Add-On Services: IBM Security Command Centers

Cyber Range Experiences

IBM Security Command Center Cyber Range experiences can help your organization validate and refine cyber crisis management plans and playbooks. Skilled instructors facilitate and guide customer teams through realistic cyber crisis scenarios in an immersive, highly gamified environment that simulates real-world experience.



Why IBM Security?

IBM Security offers one of the most advanced and integrated portfolios of enterprise security products and services. The portfolio, supported by world-renowned IBM Security X-Force® research, provides security solutions to help organizations drive security into the fabric of their business so they can thrive in the face of uncertainty.

IBM operates one of the broadest and deepest security research, development and delivery organizations. Monitoring more than one trillion events per month in more than 130 countries, IBM holds over 3,000 security patents. To learn more, visit ibm.com/security.

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