THE ROLE OF THIRD PARTIES IN CYBER INCIDENTS

Outside Legal Counsel

Counsels the organization throughout lifecycle of the incident including guidance on legal/regulatory requirements, coordination with other vendors, and overall risk mitigation.

Forensic Investigator

- Conducts investigation to determine how incident occurred and scope of damage/data exposure.
- Gathers evidence and provides recommendations for remediation.

E-Discovery / Data Mining

 Analyzes potentially compromised data to identify affected parties and relevant sensitive information to aid in legally required notifications and regulatory compliance.

Crisis Communications

 Manages internal and external messaging to protect the organization's reputation and ensure transparent, consistent communications with stakeholders.

Notifications, Credit Monitoring, Call Center

- Assists in notifying affected individuals of the incident, provides credit monitoring, and identity protection services to mitigate harm.
- Typically operates a call center to field questions from notified individuals.

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