

## RemoteIncident<sup>®</sup> Incident Reponse Software

Establishing clear procedures for prioritizing the handling of incidents is critical, as is implementing effective methods of collecting, analyzing, and reporting data.

National Institute of Standards and Technology, August 2012.

Why you should implement an Incident Response System. The benefits of implementing an incident response tool include the ability to:

1. Systematically respond to incidents so appropriate actions are always taken.
2. Minimize loss or theft of information and disruption of services caused by incidents.
3. Use information gained during incident handling to better prepare for future incidents.
4. Help properly deal with legal issues that may arise during incidents.



### The Problem

An incident can be anything from a physical instance such as a stolen ATM, a cybersecurity attack, or even be a security breach. It is important that all incidents are handled properly and reported as necessary. Your institution should establish clear controls for prioritizing the levels of incidents and defining the proper procedures to mitigate the risk. It is imperative to have a system in place in order to effectively and efficiently monitor and control all incidents to prevent reoccurrence or further escalation.

### The Solution

A comprehensive incident response software solution will allow you to properly track incidents involving the web, external removable media, email, improper usage, unauthorized access, scans, loss or theft of equipment. Specialized Data Systems is well-positioned to provide this solution through our Incident Response software known as **RemoteIncident**.



## RemoteIncident® Incident Response Software

**RemoteIncident** is an incident response software designed after the NIST framework and FFIEC guidelines. The system prepares your institution before, during, and after an incident. Preparing for potential incidents begins with implementing your incident response policy by defining the priority level of incidents and managing your escalation policy. You can identify Incident Response Teams and prioritize tasks based on incident priority. You can track and respond to an incident by logging the who, what, when, where, why and how details including dates and times, targeted areas, and notifications. A recovery log will allow you to perform a lessons learned activity including eradication, resolution success, incident wrap up, and a lessons learned meeting if necessary. Additional features such as document repository, comprehensive reporting, and alert capabilities are built into the system.

RemoteIncident delivers quality functionality within the budget and regulatory guidelines of banks and credit unions which consist of:

- Complete Incident Response Solution
- Web-based Application
- Scalability
- Comprehensive Reporting
- Audit Trailing
- Delegation of tasks
- Systematic incident tracking
- Remote Document Repository
- Secure Application within the Hosted Environment

## About Specialized Data Systems

Specialized Data Systems, Inc. is a software development company that provides technology solutions to banks and credit unions. Since 1989, we have been committed to providing “best of breed” products and services to financial institutions.

**For more information about RemotePlan or to schedule a product demonstration please contact us at [sales@specializeddata.com](mailto:sales@specializeddata.com) or call (203) 468-3400 dial 1.**

