



IBM Emergency Response Services

Highlights

- ***Responds to security incidents in progress to help stop attacks and mitigate impact***
- ***Provides forensic analysis to help find and prosecute perpetrators***
- ***Helps mitigate security risk through proactive measures and world-class defensive tactics***
- ***Delivers a comprehensive incident response plan and ongoing support to help organizations respond in case of a security incident***

Mitigating the effects of security breaches

Experiencing a security emergency? Call anytime for emergency assistance and response 24 hours a day, 365 days a year:

In the U.S.: 1 888 241-9812
Outside the U.S.: +001 602 220-1440

Knowing what to do in the event of an attack is a critical element of information security. At any time, your valuable data and critical systems could be the targets of an attack or incident. If that time comes, advanced preparation and planning can help you recognize the attack, limit its impact, recover lost data and preserve forensic evidence about the attack.

The speed with which an organization responds to a security incident has dramatic impact on the amount of damage done, the time to recover and the cost of recovery. Not having an incident response plan is not an efficient or effective strategy for the current environment of increasing security threats.

Staying ahead of the threat

IBM Internet Security Systems (ISS) experts can help you minimize the risk of successful attack. IBM Emergency Response Services provides you with an incident response plan that prepares for and minimizes the effects of an information security breach. The Emergency Response Services team combines leading security research from the IBM Internet Security Systems X-Force® security

intelligence team with real-world incident response experience to provide an unparalleled level of service. Our team of emergency response experts is adept at stopping attacks in progress, minimizing their impact, and performing proper and detailed forensics, enabling you to find and prosecute perpetrators.

Benefits

Advanced security intelligence helps keep you prepared:

- *Provides on demand security expertise on preparing for and responding to incidents*
- *Provides comprehensive risk mitigation support*
- *Stops attacks in progress to minimize their impact*
- *Improves incident response preparedness*
- *Performs forensics to find and prosecute perpetrators*
- *Provides access to early-warning security intelligence*
- *Supported by the X-Force team, the world leader in security research and development*

Features

Access 24x7 to the Emergency Response Services team:

- *Telephone support*
- *Quarterly onsite workshops*
- *Tailored approach to developing incident response procedures, matching industry best practices to your specific business requirements*
- *Assistance with testing and improving incident response preparedness*
- *Dedicated account management*
- *Access to industry-leading IBM Internet Security Systems X-Force Threat Analysis Service*

Enhancing protection through proven methodology

IBM ISS has developed a thorough Emergency Response Services methodology that includes:

- ***Analysis**—analyzing incident data to determine the incident source, cause and effects*
- ***Containment**—preventing the spread of the incident's effects to other computer systems and networks*

- ***Eradication**—stopping the incident at its source and/or protecting your computer systems and networks from the incident effects*
- ***Recovery**—restoring the affected computer systems and networks to normal operation*
- ***Prevention**—ensuring that your computer systems and networks are protected from future occurrences of the incident.*

Offering experienced forensic and litigation services

IBM ISS offers computer forensic analysis, discovery and litigation services. IBM Professional Security Services consultants are available to support criminal, civil and administrative matters resulting from an information security breach.

These efforts include assisting organizations with forensic examination of digital evidence and media in:

- *Employee/insider investigations*
- *Prediscovery consulting*
- *Electronic evidence discovery*
- *Expert witness support.*

IBM Professional Security Services delivers expert security consulting—helping organizations of all sizes reduce risk, achieve regulatory compliance, maintain business continuity and reach their security goals. Professional Security Services consultants are 100 percent security-focused and utilize proven consulting methods, based on International Organization for Standardization (ISO) 17799 Security Standard best practices. Supported by the X-Force team, Professional Security Services consultants are highly skilled, senior security professionals. This team of security experts employs proprietary toolsets, the latest threat intelligence and advanced countermeasures to help build effective security programs that can protect and enhance business operations.

Why IBM Internet Security Systems?

IBM Professional Security Services from IBM ISS offers among the best security consulting services in the industry. Our expertise, tools and methodology combine to deliver:

Security expertise—Our team of security experts comprises senior security professionals who have honed their skills through corporate security leadership, security consulting, investigative branches of the government, law enforcement and research and development.

Staff cost savings—We offer the experience and skills of our Professional Security Services team for less than the typical cost of hiring a single in-house security expert.

Trusted relationship—We work with your key staff and management to design a customized plan that meets your organization's security goals.

Specialized skills and tools—Our consultants combine proprietary and industry-leading security assessment tools with in-depth analysis of vulnerability data to evaluate and build an effective security program that enhances your business operations.

World-class security intelligence—IBM ISS consultants are supported by the X-Force team, our globally recognized research and development team. This combination helps enable us to provide you with the best security solution for your business.

For more information

To learn more about IBM Emergency Response Services, contact your IBM ISS representative to schedule a consultation. Call 1 800 776-2362, send an e-mail to consulting@iss.net or visit:

ibm.com/services/us/iss



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02-07
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