Breach Mode: From Investigation to Call Centers — Best Practices for Managing the Madness

Agenda

- **Introductions**
- **Key stages of a breach**
- **Q&A**

Introductions

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Stages of a Breach

Incident Identification and Escalation

Stages of a Breach

IR Engagement Process

Expectation

Reality

Stages of a Breach

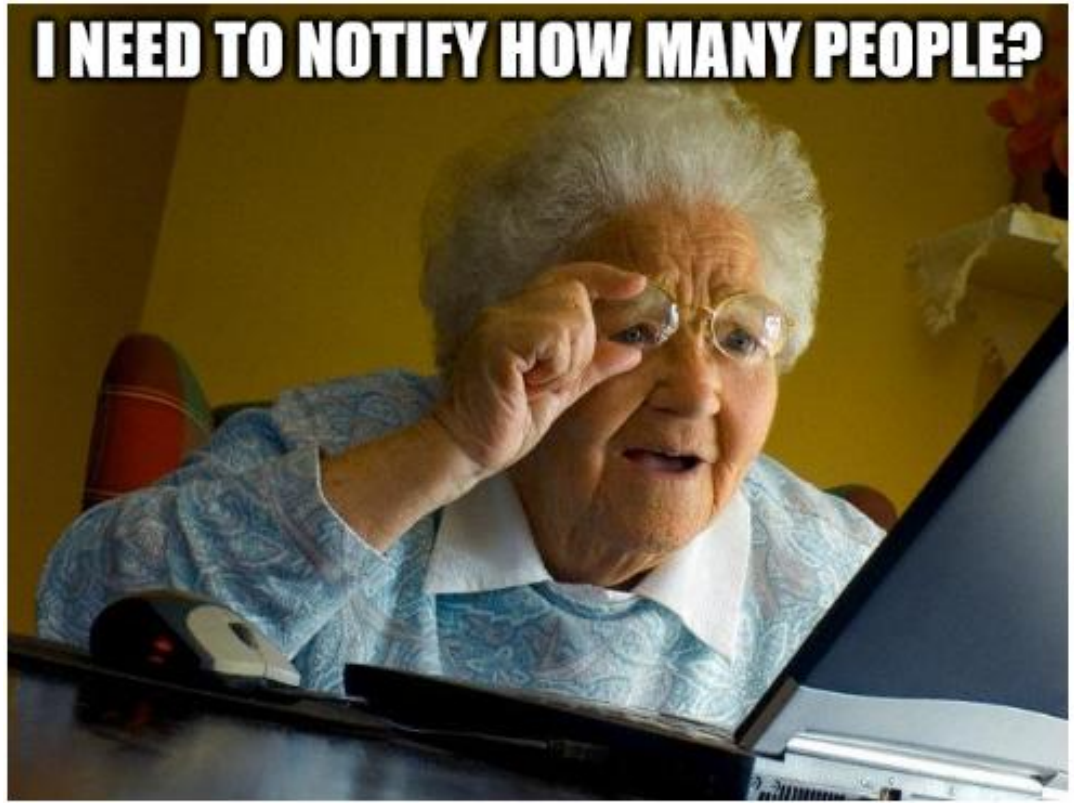
Investigation & Containment

Stages of a Breach

Data Mining & Review

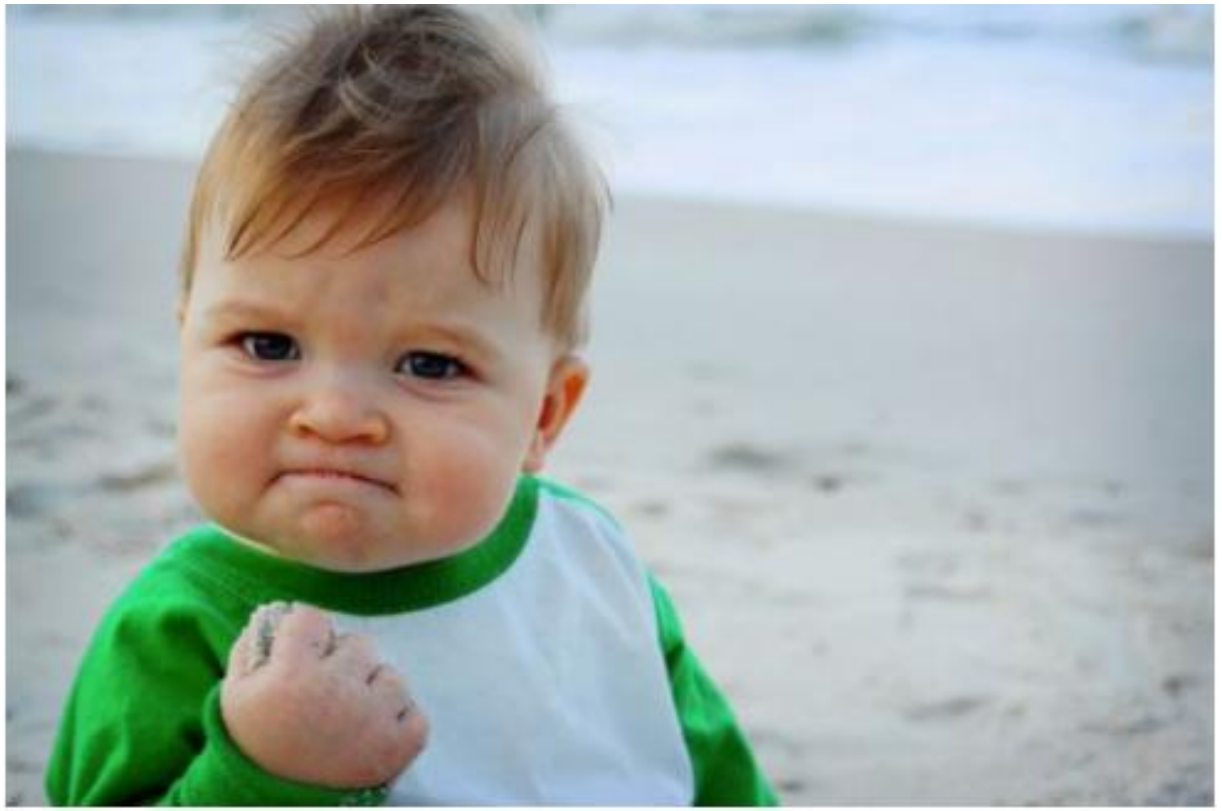
Stages of a Breach

Impacted Parties and Regulatory Notification



Stages of a Breach

Identity Protection & Support



Q & A