



# Cyber Incident Response

## Benefits of Working with the FBI:

### Resources

- 56 Field Offices
- 20 International Sites
- Internet Crime Complaint Center (IC3)
- NCIJTF CyWatch 24/7 Command Center

### Five Guiding Principles

- Shared Responsibility
- Risk-Based Response
- Respecting Affected Entities
- Unity of Government Effort
- Enabling Restoration and Recovery

### Trusted Point of Contact

While conducting criminal investigations and other actions to counter the malicious cyber activity, the FBI will only share investigative and intelligence information with appropriate members of the law enforcement and intelligence communities.

### Attribution and Potential Prosecution

The FBI will work to identify who's behind an attack and, when possible, prosecute them for their crimes.

## Before a Cyber Incident

Establishing trusted partnerships with the FBI prior to a cyber incident is essential in proactively protecting a company's network. Together, the FBI and Private Sector can:

- Increase optics into nefarious cyber activity
- Better prioritize resources through shared understanding of requirements and response capabilities
- Develop a whole-of-nation approach to combatting cyber threats
- Incorporate the FBI's victim-centric approach into response plans

Open communication and bilateral information sharing between private industry and government agencies demonstrates that there is a whole-of-nation approach when dealing with cyber threats.

## During a Cyber Incident

If an organization suspects criminal activity, it should contact the FBI immediately. The FBI will work with the victim to avoid unwarranted disclosure of information. Victims should take the following steps to assist investigators:

- Identify and preserve system log files
- Collect digital forensic evidence of targeted / infected systems
- Maintain records of ongoing attacks
- Make information related to past intrusion events and security audits available

### FBI Offices

<http://www.fbi.gov/contact-us/field>  
<http://www.fbi.gov/contact-us/legal-attache-offices>

### Internet Crime Complaint Center

<http://www.ic3.gov>

### NCIJTF

24/7 CyWatch Command Center  
 (855) 292-3937 or [cywatch@ic.fbi.gov](mailto:cywatch@ic.fbi.gov)