



CYBER SECURITY INCIDENT RESPONSE SERVICE

How prepared is your business to respond to a cyber-attack or a data security breach?

How have you dealt with cyber security incidents to date?

How will you deal with the next cyber security incident?

Your business critical IT infrastructure can be targeted by advanced cybercriminals which may lead to business disrupting incidents. Your brand, reputation and finances may rely on the efficiency and effectiveness of your ability to react in the event of a security incident. These risks are amplified if your business relies on e-commerce, if you manage data such as Personally Identifiable Information (PII), credit card information and commercially sensitive corporate information, or if your operations have a high dependency on ICT supported process automation. You may also be subject to regulatory or contractual requirements to protect data to a higher standard.

How we can help

We provide Cyber Security Incident Response services to assist you in dealing with incidents when they occur, and to better prepare your organisation to deal with incidents moving forward.

We can assist in preventing IT disruptions from damaging your business. Don't let cybercriminals disrupt your organisation.

Key benefits

- Recover promptly from an attack
- Improve your readiness and efficiency when dealing with incidents
- Reduce potential impact of cyber security incidents

Engagement process

DISCOVER	ASSESS	ANALYSE	RECOMMEND
What you do	What we do	What you get	
<ul style="list-style-type: none"> Keep your documentation up to date. Provide information and access to staff, as requested by our consultants. 	<p>We deliver our services by leveraging cyber security expert professionals from our security consulting team, our internal CERT team, and highly credentialed partners such as Fireeye Mandiant Consulting, a leading security consultancy firm.</p> <p>Every call for assistance is triaged rapidly by our operations centre to ensure the best possible response is delivered to your organisation. Through our proactive consultancy we provide cyber security readiness assessment; evidence collection and preservation; design, test & implement incident response plans. A detailed report on our actions is then delivered to your organisation to ensure you can be better prepared for the next incident.</p> <p>Our incident response services are designed for organisations of all sizes, across all industry sectors and in many locations.</p>	<ol style="list-style-type: none"> World class assistance in the event that an incident occurs: <ol style="list-style-type: none"> assessing impact to give a full picture of the incident incident response to remove or mitigate the threat system recovery to get your infrastructure back to its state prior to incident. Incident response readiness services and training to help you recover better: <ol style="list-style-type: none"> qualifying your current capability and maturity to deal with incidents developing and testing incident management process improvements. Undetected compromise assessment <ol style="list-style-type: none"> assess the extent of your exposure from previously undetected incidents. 	

Security Consulting services and more

We focus on measurable outcomes and business process enhancements, and can offer you the most complete range of end-to-end lifecycle Security Consulting services, including:

- Risk and Health Assessment
- Strategy and Planning
- Architecture, Roadmap and Compliance
- Business Continuity and Resilience

This industry-leading range is just part of a much bigger picture. We can also help you across a broad portfolio of consulting services, covering multiple aligned domains. These include Cloud, Networks, Collaboration, Contact Centres and many others. Our team will take into consideration your business strategy, and your wider technology environment. Telstra offers you the best of all worlds – highly skilled people and a rich portfolio of services, delivered on our world-class mobile and fixed networks.

Telstra delivers end-to-end value

As a leading service provider, we're ideally positioned to meet your end-to-end ICT requirements – through access to skilled professionals, cutting-edge capabilities and proven methodologies. No wonder we provide our cross-domain experience and ICT solutions to 200 of the top 500 global companies

Experience	Specialised	Best practice	End-to-end
<p>Consulting Services</p> <p>We have over 900 people, Australia-wide:</p> <ul style="list-style-type: none"> • Our consultants are qualified with all major certifications and accreditations. • You get the very best help in understanding, managing and reducing business risk. 	<p>Professional Services</p> <p>We provide industry-specific and domain-specific expertise:</p> <ul style="list-style-type: none"> • We give you access to guidance and technical design from a deep pool of specialised talent. • You get solutions tailored specifically to your business requirements. 	<p>Project Services</p> <p>All work is aligned with major quality and performance standards:</p> <ul style="list-style-type: none"> • We'll ensure you get ICT project planning using best practice methodologies, governance and processes. • Your projects are delivered on time, and on budget. 	<p>Integration and Managed Services</p> <p>You'll get peace of mind from start to finish:</p> <ul style="list-style-type: none"> • We make sure that both simple and complex services will be truly integrated from end-to-end. • You get the best chance of achieving true business transformation.

For more information on Security Services visit telstra.com.au/content/dam/tcom/business-enterprise/security-services/pdf/security-consulting-capability-statement.pdf

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