

## What Happens When You Call for Help and What You'll Need to Move Fast

Once you make the call, everything moves quickly. But speed only matters when it is supported by structure. This checklist outlines what to expect as an incident response engagement begins and how to make sure your team is ready to support, coordinate, and respond in real time.

### What to Expect During Incident Response Engagement

Check these off as you prepare to move from chaos to containment.

- ☐ **You've confirmed a single point of contact for coordination.**  
Someone with authority and visibility needs to be available to approve actions, share info, and keep things moving.
- ☐ **You've collected relevant leads or artifacts for investigation.**  
Any logs, alerts, screenshots, suspicious emails, endpoint behavior, or user reports should be centralized and shared.
- ☐ **You've defined the systems, accounts, and locations potentially involved.**  
Even a rough scope helps prioritize analysis and limit spread. Include cloud accounts, devices, remote users, and SaaS.
- ☐ **You've paused all internal remediation until the forensic process begins.**  
Do not wipe or reboot any systems until responders have been consulted, as preserving evidence is essential for analysis and maintaining a clear audit trail.
- ☐ **You're ready to deploy tools or grant access for remote analysis.**  
This may include forensic agents, log collection tools, or secure access credentials. Preparation speeds engagement.
- ☐ **You've identified critical systems and business operations.**  
Knowing what's mission-critical helps prioritize recovery and focus efforts where downtime hurts most.
- ☐ **You've confirmed communication channels.**  
Use secure, out-of-band channels where possible. Avoid email if it's part of the compromise.
- ☐ **You are aligned on reporting and executive briefings.**  
Decide who needs regular updates and what schedule works best. Everyone, from IT to leadership, should be included appropriately.

#### What This Means

Incident response moves quickly, and if your team is aligned on these points, the process becomes focused rather than frantic. ATS guides you through every stage of containment, investigation, and recovery, but preparation on your side makes every step more effective.

We bring the expertise. You bring the access.

**Together, we move fast.**

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