



INCIDENT RESPONSE SERVICE

OVERVIEW

The Dragos Incident Response (IR) Service helps organizations prepare for, respond to, and recover from cyber incidents in industrial environments. Our team of experienced incident responders—backed by Dragos’ ICS threat intelligence and the industrial-specific technology of the Dragos Platform—offers both rapid response availability and retainers to help ICS security personnel resolve crisis situations as quickly as possible.

THE DRAGOS DIFFERENCE

Dragos is comprised of the industry’s **most experienced** team of ICS security practitioners.

Our team has been on the front lines of every significant industrial cybersecurity attack globally, including the 2015 and 2016 Ukraine attacks, CRASHOVERRIDE, and TRISIS.

Leveraging our team’s combined knowledge gained from responding to thousands of industrial-specific incidents worldwide, Dragos Incident Response Service provides your organization access to the industry’s most experienced team of ICS-specific responders who understand the unique challenges of operations technology environments and provide your organization battle-tested best practices to investigate, respond, and recover from incidents as rapidly as possible.



ICS KNOWLEDGE TRANSFER

Learn directly from our team’s expertise, best practices, and first-hand experience responding to critical incidents globally



STRENGTHENED ICS EXPERIENCE

Supplement and complement your security personnel’s knowledge by leveraging the Dragos team’s experience



SUPPORT BACKED BY THE DRAGOS PLATFORM

Decrease incident response time with the Dragos Platform’s in-depth asset identification, threat detection, and response capabilities



INTELLIGENCE-DRIVEN

Dragos expertise backed by intelligence gathered on adversary tactics, techniques, and procedures (TTPs)

HOW IT WORKS

Dragos Incident Response Service plans are based on prepaid retainer hours with specific response time service level agreement (SLA) commitments.

FLEXIBLE RETAINER HOURS

Prepaid retainer hours can be applied to any Dragos professional service offerings, including: training, threat hunting, and assessment services.

BENEFITS

Rapidly Respond to Active Industrial Intrusions

- ✓ Rapid onsite and offsite incident response support
- ✓ Experienced team of responders backed by advanced threat detection technology delivered by the Dragos Platform

Reduce Mean Time to Recover from Industrial Incidents

- ✓ Tailored incident response strategy to quickly mitigate incidents
- ✓ Intelligence-backed, best-practice response guidance

Prepare for Industrial Incidents Across All Business Units

- ✓ Create effective IR strategies across your business units based on Dragos expert assistance
- ✓ Understand industrial adversaries based on in-depth intelligence
- ✓ Apply retainer hours to other proactive professional services

Prevent Future Industrial Incidents

- ✓ Strategic recommendations to strengthen security posture
- ✓ Detailed analysis of incident response measures
- ✓ Root cause analysis to learn from & prevent future incidents

DRAGOS INCIDENT RESPONSE OFFERINGS

	400	160	80	RAPID RESPONSE
ANNUAL HOURS	400+	160-399	80-159	As You Go
HOURLY DISCOUNT	35%	31%	27%	N/A
24/7 HOTLINE	✓	✓	✓	✓
CONTACT ESTABLISHED WITHIN	8H	8H	8H	Best Effort
ENROUTE WITHIN	48H	48H	48H	Best Effort
OPTIONAL READINESS ASSESSMENT*	✓	✓	✓	N/A
PROACTIVE PREP & PLANNING	✓	✓	✓	N/A
POST ENGAGEMENT REPORTS	✓	✓	✓	✓

DRAGOS INCIDENT RESPONSE OFFERINGS

* Included in the onboarding fee

To learn more about Incident Response Service and other Professional Services, please [contact sales@dragos.com](mailto:sales@dragos.com) or visit dragos.com/services