

Incident Management and Response

An attacker can hide on your network or cloud applications for days, months or years before being discovered, and it often takes a third party to make that discovery. The damage inflicted in that time can result in devastating costs and long-term damage.

Whether you want to develop a comprehensive incident response plan and test it through coordinated tabletop exercises, minimize the cost and destruction that result from an incident, or you're concerned that you've been breached and don't know it, our incident response experts are ready to help. With our proven, methodical and evidence-driven approach, we will keep you in control of whatever chaos an incident may bring.

Lumen's dedicated consultants work quickly to detect an attacker's activities, determine root causes an impact and enable swift containment, eradication and recovery.

Incident Response methodology

Incident Management and Response services from Lumen assist customers no matter where they are in terms of preparing for or addressing a live incident, from investigation to crisis management.

The team provides technical, advisory and coaching services related to incident management and throughout the incident response lifecycle, as outlined in best practices established by NIST.

When crisis strikes

Lumen incident responders have deep expertise in incident response skills and technologies including:

-  Incident management
-  System forensics
-  Log and data analytics
-  Malware analysis
-  Cloud analytics
-  Threat hunting

These services can also supplement your existing incident management, planning and response capabilities with technical and procedural expertise, crisis communications and resource coordination. Lumen also offers Incident Response Consulting Services to enable a more robust IR strategy. Plan proactively for a cyber incident by working with Lumen analysts to create an effective incident response plan or review an existing plan to help reduce the duration and impact of a breach.



Incident Response consultants will engage your business leaders and raise awareness of potential and overlooked threats and risks. These exercises are conducted and designed to elicit discussion around key elements of leadership decision making involving legal and compliance requirements, human resources, financial considerations and operational impacts. Lumen will create the scenario(s) and coordinate with you to identify key concerns to serve as a foundation for the exercise. Lumen then designs the exercise to fit established timelines and provide onsite, expert facilitation for the tabletop exercise and a complete after-action report detailing the exercise, key takeaways and recommendations.

Key benefits

The protection you need, how and when you need it most. Whether you need to develop or test an incident response plan, or get support in addressing a security event, our incident response retainers enable a rapid response at a fixed rate. Unused time may be used toward incident response consulting services, such as policy development or tabletop exercises.

- Develop and test comprehensive IR plans with policy development and/or coordinated tabletop exercises
- Reduce time to identify events
- Incident response support will reduce time to contain and remediate
- Incident response will support IR management activities to mitigate client stress

Extensive security expertise

Lumen's network of security experts is comprised of professionals with deep experience in emergency response - including response services for cloud environments such as AWS, Office365 and Azure.

Comprehensive Incident Response

If you've experienced an incident, your Lumen team will:

- Conduct an assessment call
- Identify key questions and data sources
- Activate the tools and expertise to get started immediately
- Provide daily status updates and recommended actions
- Maintain 24x7 support while the incident is ongoing
- Report on findings and recommendations

Why choose Lumen for professional security services?

Custom security solutions to bolster your security program

Lumen Professional Security Services are designed to meet customer needs. We can engage with customers on immediate notice and deliver results through the right mix of people and solutions.

Defense-in-depth protection

Lumen Incident Management and Response services can be paired with other Lumen security and networking solutions, such as Adaptive Network Security and SD-WAN, so your business can implement an integrated defense-in-depth secure network strategy.

Consultation on your terms

Lumen experts provide strategic assessment and guidance, with on-site consultation to augment your staff where expertise is most needed.

Lumen Professional Security Services extend our vast network of security expertise through hands-on support for organizations battling limited or overtaxed resources so you can refocus your specialized security staff on what's most important to your business.