



CRITICAL INCIDENT RESPONSE

Service Definition
Document

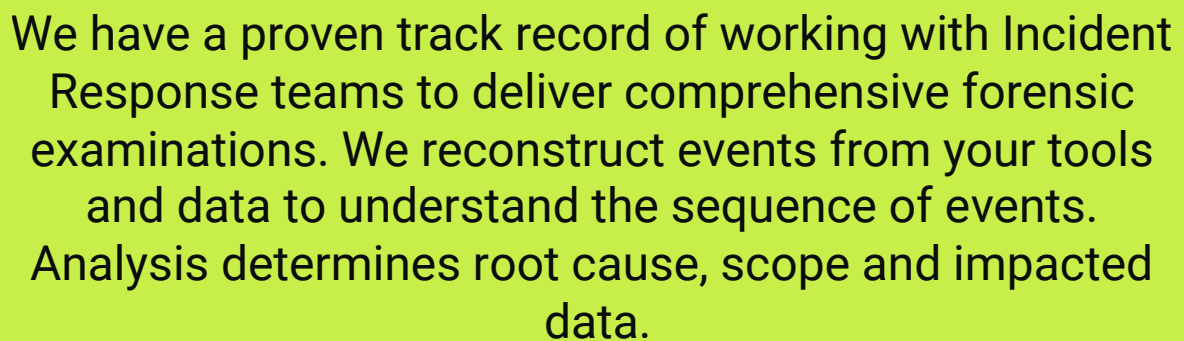
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SERVICE DESCRIPTION



We have a proven track record of working with Incident Response teams to deliver comprehensive forensic examinations. We reconstruct events from your tools and data to understand the sequence of events. Analysis determines root cause, scope and impacted data.

SERVICE FEATURES

**Conduct an initial investigation
to determine the scope**

Complete forensic collection

Business Service Recovery

Root Cause Analysis

**Prevention recommendations
and improvement plans**

SERVICE BENEFITS

- ➡ Collection and triage of data remotely
- ➡ All aspects of the investigation documented
- ➡ Forensically sound processes adhered to
- ➡ We speed up investigation and service recovery
- ➡ All evidence of critical system events secured and preserved
- ➡ Identify improvements to systems, software, processes and procedures

WHY HARRISON?



IT consulting that isn't scripted, templated or "one we made earlier."

We've regularly experienced a hit and run culture of IT service providers that create an amazing sales experience. Yet still, the delivery has fallen short, leaving the customer to pick up the pieces, often at a considerable cost.

At Harrison, our IT consulting is all tailored to the individual customer needs and desired outcomes. We utilise all of the best practice frameworks (ITIL, COBIT, SIAM, Prince2, Agile, etc.) across the full enterprise combining the best elements to ensure your goals and objectives are met.

Our interactions with clients embody a friendly and pragmatic ethos, centred around people. We take a holistic 360-degree approach to our work, deliberately avoiding silo thinking.

Choose Harrison for IT consulting with bespoke solutions, meticulously crafted to align with your unique business objectives.





CONTACT US

Please send your requirements to info@harrisonjamesit.com. Alternatively, if you wish to discuss your requirements in more detail, please send us the following information and we will be happy to contact you:

1. Your organisation name
2. The name of this service
3. Your name and contact details
4. A brief description of your business situation
5. Your preferred timescales for starting the work



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