



# INCIDENT RESPONSE SERVICE

## OVERVIEW

Working with Xylem, the Dragos Incident Response (IR) Service helps organizations in the water sector 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 - XYLEM DIFFERENCE

**Dragos and Xylem combine the most experienced teams of water experts and ICS security practitioners.**

As a leader in clean water and wastewater technologies, Xylem has a “whole of network view” of how to secure water. Xylem’s teams have deep experience partnering with customers to increase efficiency and reduce waste, while providing sustainable and affordable water services securely in their communities. Using this knowledge, Xylem has partnered with Dragos to help water network operators to keep critical infrastructure up and running safely and efficiently.

The Dragos 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 the Dragos team 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.

## HOW IT WORKS

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



### ENABLE DIGITAL TRANSFORMATION

Proactive threat hunting and rapid response enables delivery efficiencies promised by digital solutions with less concern about downtime or malfunction.



### ICS KNOWLEDGE TRANSFER

Learn directly from the Dragos 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).

## 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

DRAGOS INCIDENT RESPONSE FEATURES

	RETAINER	RAPID RESPONSE
ANNUAL HOURS	80-400	As You Go
24/7 HOTLINE	✓	✓
CONTACT ESTABLISHED WITHIN	8H	Best Effort
EN ROUTE WITHIN	48H	Best Effort
OPTIONAL READINESS ASSESSMENT*	✓	N/A
PROACTIVE PREP & PLANNING	✓	N/A
POST ENGAGEMENT REPORTS	✓	✓

\* Included in the onboarding fee