

The First 60 Minutes

What to do when you suspect ransomware or a serious breach. Stay calm and work down the list.

When	Step	What to do
0-10 min	1 · Isolate	Disconnect affected devices (cable, Wi-Fi) or isolate them in your security console. Don't power them off unless responders say so.
0-15 min	2 · Call	Your incident response team or provider, then management. Check whether your cyber insurer must be told immediately.
5-30 min	3 · Preserve	Photograph screens and ransom notes. Keep emails, files and logs. Start a written timeline.
10-45 min	4 · Contain	From a clean device: reset privileged passwords, revoke sessions and tokens , disable suspicious accounts, look for new admin accounts and forwarding rules.
Always	5 · Don't pay (yet)	Don't pay, negotiate, contact the attackers or delete anything. Decide with legal, management and your insurer.
Deadlines	6 · Report	GDPR: notify your data protection authority within 72 hours . NIS2: 24-hour early warning. Plus sector rules and the police.
First hour	7 · Communicate	One spokesperson. Tell staff what to do. Don't coordinate over compromised email.

Emergency contacts: fill in, print, keep offline

Security provider / incident response

Internal IT lead

CEO / decision-maker

Legal / data protection officer

Cyber insurer (policy no.)

Bank fraud line

Data protection authority / CERT

Police cybercrime unit

• VERIFIED



```
> trust = 0; verify --all
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Don't

- Switch everything off
- Wipe or rebuild machines before evidence is saved
- Pay or negotiate alone
- Coordinate over the compromised email
- Post on social media or guess in public

Our reporting duties

Trust your backups

Only once you've **tested a restore**. 3-2-1: three copies, two places, one offline or immutable.

General guidance, not legal advice. Check which reporting rules apply to your organisation.

Why Alphatechs

24/7 security operations with a 30-minute response, penetration testing, and Sphere TI, our own threat intelligence platform.

Take the Next Step

Want a 24/7 team that responds within 30 minutes? alphatechs.al/contact