CyberHouse Solutions

MANAGED IT · CYBERSECURITY · AI AUTOMATION

FREE INCIDENT CHECKLIST

Ransomware: First 24 Hours Response Checklist

A calm, practical checklist for the first 24 hours after a suspected ransomware incident.

Practical incident-response guidance. Not legal, insurance, or law enforcement advice.

> Stay calm and work through this in order. Most incidents are manageable with a clear plan — contain first, investigate second, and do not go it alone.

1 First 15 Minutes

- [ ] Disconnect affected devices from the network (unplug Ethernet, disable Wi-Fi) — do not power them off.
- [ ] Do not delete anything, including the ransom note.
- [ ] Notify your internal IT or security contact immediately.
- [ ] Take a photo or screenshot of any ransom note or unusual error message.

2 First Hour

- [ ] Identify which systems, accounts, or shared drives appear affected.
- [ ] Preserve evidence — avoid restarting or "cleaning up" affected systems yet.
- [ ] Notify business leadership and key internal stakeholders.
- [ ] Contact your cyber insurance provider if you have a policy.

3 First 4 Hours

- [ ] Contact your IT/security partner or an incident response provider.
- [ ] Contact legal counsel, especially if customer or sensitive data may be involved.
- [ ] Start a written incident timeline: what happened, when, and who has been notified.
- [ ] Notify vendors or partners whose systems may be connected to yours.

4 First Day

- [ ] Contact law enforcement, as advised by legal counsel.
- [ ] Notify your bank if financial systems or accounts may be affected.
- [ ] Begin restoring from clean, verified backups where available.
- [ ] Start planning next steps for recovery and prevention going forward.

WHAT'S NEXT

Whether you prefer to do it yourself or work with an expert, the goal is the same: reduce your risk before it becomes a business problem.

DIY PATH

Want the expanded tracker, policy templates, vendor inventory, backup checklist, and first-24-hours incident response worksheet?

Get the Starter Kit →

DONE-WITH-YOU PATH

Prefer an expert to build your full ransomware readiness plan before an incident happens?

Book a Ransomware Readiness Review →

An IT Chefs Resource