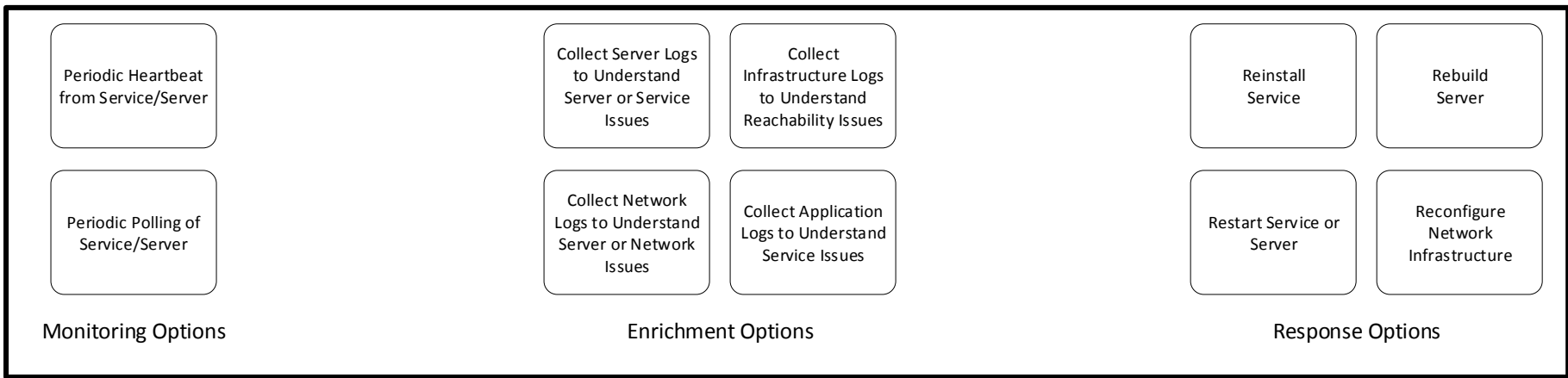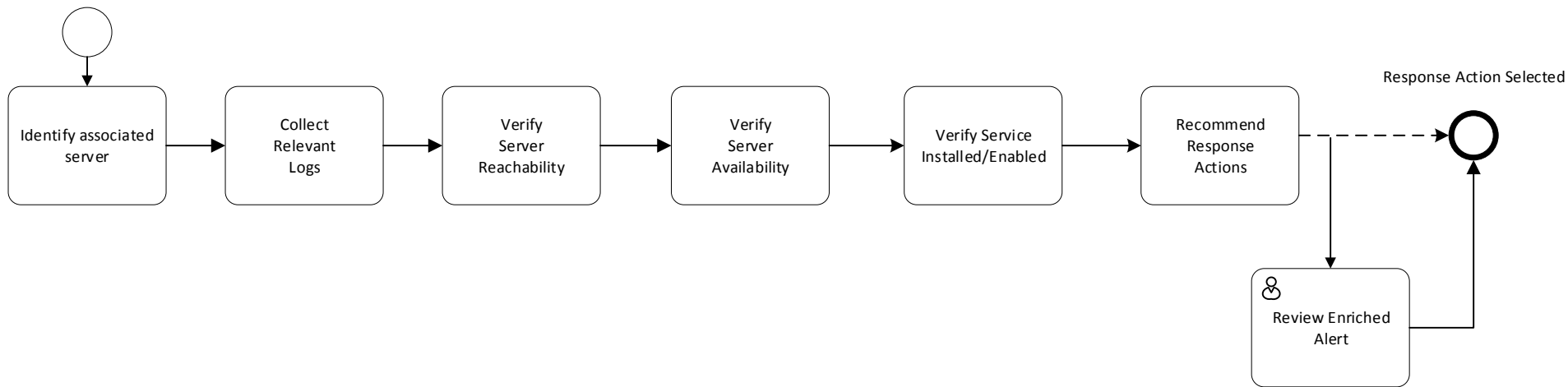# Investigate Loss of Internal Service and Determine Remediation Action Playbook

Loss of Internal Service Detected

Response Action Selected

Identify associated server → Collect Relevant Logs → Verify Server Reachability → Verify Server Availability → Verify Service Installed/Enabled → Recommend Response Actions

Review Enriched Alert

Monitoring Options

- Periodic Heartbeat from Service/Server
- Periodic Polling of Service/Server

Enrichment Options

- Collect Server Logs to Understand Server or Service Issues
- Collect Infrastructure Logs to Understand Reachability Issues
- Collect Network Logs to Understand Server or Network Issues
- Collect Application Logs to Understand Service Issues

Response Options

- Reinstall Service
- Rebuild Server
- Restart Service or Server
- Reconfigure Network Infrastructure

This playbook maintains the effectiveness of a subset of controls associated with:
NIST Cybersecurity Framework: PR.PT-5, DE.AE-1, DE.CM-1, RS.AN-1, RS.AN-2, RS.MI-2

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