**Model for communication about DDoS attacks**

**Phase 1: Information about the cyberattack**

**Internal communication**

Dear (NAME)

On (DAY/DATE), the commune of (NAME) was the victim of a DDoS attack, as a result of which various websites and applications of the commune were unavailable. After consulting with the cantonal police, the commune instructed the relevant IT service provider to take immediate technical measures to ward off the attack. We regret that this incident has occurred. We would like to point out that no data has been leaked.

The situation is under control and the attack has been stopped. However, you may no longer be able to access (SYSTEM/APPLICATION/WEBSITE). Due to maintenance work, (SYSTEM/APPLICATION/WEBSITE) will not be available for the next few days. Alternatively, communication will be via (COMMUNICATION CHANNEL) / In the meantime, information will be provided via the following (WEBSITE). Your line managers will be in touch to coordinate matters with you.

Please forward any enquiries from the media to (PERSON/EMAIL) and refrain from responding yourself. We will continue to keep you up to date via (COMMUNICATION CHANNEL). If you have any questions, you can contact (NAME/EMAIL or TEL) at any time. Thank you for your cooperation.

**External communication**

***Title: DDoS attack on the commune of (NAME)***

**Various websites and applications of the commune of (NAME) were temporarily unavailable on (DATE). The reason for this was a DDoS attack. Technical measures were initiated in collaboration with the relevant IT service provider.**

*Place, Date –* Due to a DDoS attack, (SYSTEM/APPLICATION/WEBSITE) is not available or only partially operational for the next few days. No critical systems and services are affected.

The responsible IT service provider has initiated the necessary technical measures within the shortest possible time to minimise the effects of the attack and restore the availability of the systems. The commune (NAME) very much regrets that this incident has occurred. It asks those affected to be patient until all systems are available again as usual. No statement can currently be made about the origin of the attack. Forensic investigations by the cantonal police are currently under way. The commune will provide up-to-date information on the website (URL) on an ongoing basis. Answers to frequently asked questions can also be found on the website.

Contact for media enquiries

Name, Function, Section, Tel., Email address