



AlarmTILT Experience Day

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Tuesday, April the 17th of 2018

TRUSTED DATACENTRE, CLOUD & MANAGED SERVICES



Crisis Management Experience

I. Introduction

II. Context

III. Simulation

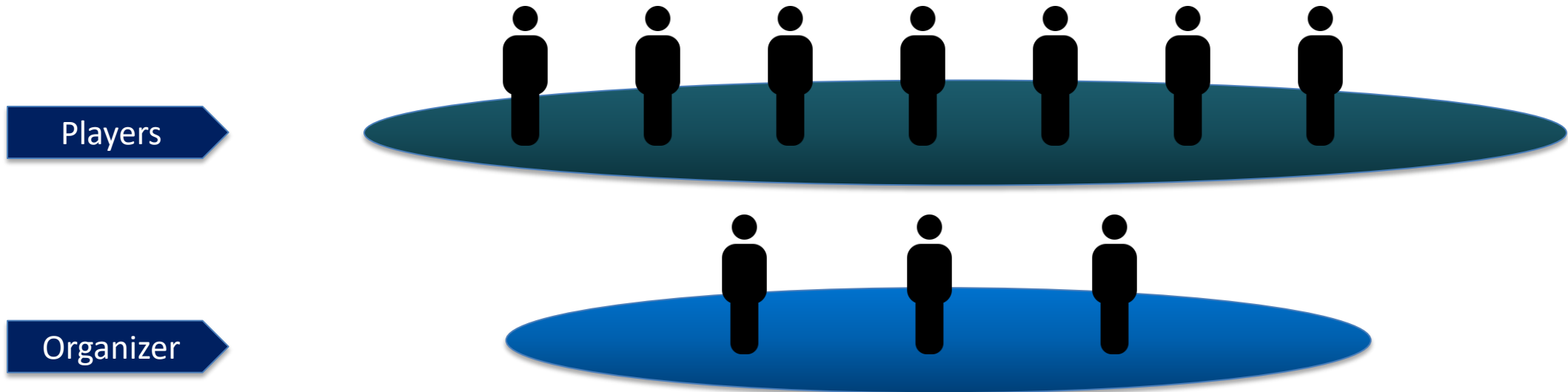
IV. Approach

I. Methodology

II. Communication

III. Solutions

Animation Team presentation



Players
Participate to the crisis management exercise, take the decisions and actions required for the crisis management team

Facilitator
Communicate the needed triggers in order to simulate the crisis and coordinate the different feedbacks

Observer
Take notes, actions and players feedbacks

Players organization

Crisis Committee

- Chief Executive Officer : Mr A;
- Responsible Client Service Operations: Mr B;
- Responsible Client Development : Mr C;
- Responsible HR, Legal & Communication : Mr D;
- Responsible Finance & Administration : Mr E ;
- CISO/CRO/DPO : Mr F
- Head of Risk & Business Advisory: Mr G

Facilitator

- Christophe Ruppert

Observer

- Quentin Mouzard

Challenges and objectives



- Raise awareness and train to manage a crisis
- Test the Crisis Management organization
- Assess and report the current Crisis organization level of maturity

Challenges and objectives



- Initiate the first measures when activating the Crisis Management Committee
- Identify the events, assess the impacts and identify the stakeholders during the exercise
- Coordinate the different actions in order to manage the crisis

Rules presentation



- Simulated timeframe,
- The information provided are simulated



- It is a 2 hours simulation

II. Scenario

We are Tuesday the 17th of April, our organization has detected a client data leak on Internet because of a cybersecurity attack. The leaked information are private bank data. We verified the accuracy of the leak and confirmed that data is available on the internet. The Crisis Management Committee is convened for immediate action to be taken.

III. Exercise

Potential events during a Crisis Management Exercise



Our IT engineers identified a malware on our system

Social Network



An consultant comments about the incident on social networks
(Twitter, LinkedIn)

Social Network



An employee of our organization post an answer on the social networks(Twitter) to respond to the consultant :

“Our Bank is not responsible regarding the leak of information. It’s a misconfiguration as a result from a supplier’s request”

Local media



Quyemburger Wort

Local media report the on-going event. This news takes over social network elements relayed by the employee

Client Call



Clients call to get more information and determine if they are impacted

CSSF request



Regulations?
CNPD - GDPR?

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Methodology

Why a Crisis Management Methodology ?

- To anticipate the crisis scenarios and potential consequences
- To quickly manage the immediate consequences of the crisis
- To adapt the crisis management depending on the crisis characteristics
- To have a good command of the Crisis Committee scope (Which are precisely the impacts ? By who are they managed ?)
- To elaborate and follow an action plan depending on the impact management and stakeholders identification



Phase 1 : Facts collection



Phase 2 : Evaluation and analysis of the impacts

Impacts	Details	Immediate impacts	Potential impacts
People	Victims		
	Coworkers availability		
Activity	Business continuity		
	Clients		
Reputation	Media		
	Public opinion		
	Social networks		
Responsibilities	Legal responsibilities		
	Contractual obligations		

Phase 3 : Stakeholders identification

The stakeholders can be :

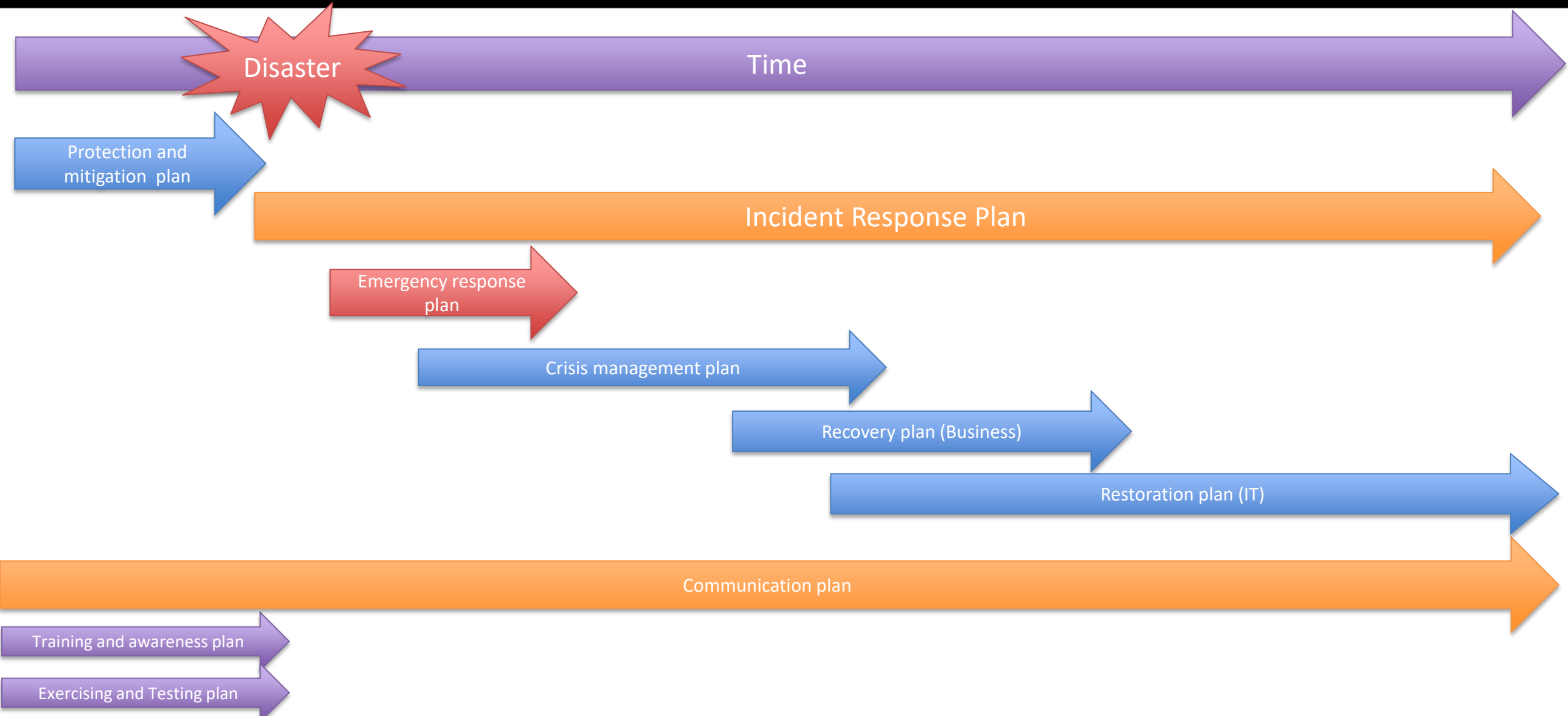
- Impacted by the crisis scenario
- Involved in an incident management
- Involved in specific or global communication actions



Phase 4 : Action Plan

Theme	Actions to be taken	Who ?	Timeframe	Priority	Status
Request of information					
Victims					
Collaborator					
Activities					
Relation with Authorities					
Internal Communication					
External Communication					
Legal					

Timeline



Crisis Management Organization

Crisis

- Crisis Management Team
- Crisis Management Operational Team

Business As Usual

- Business Continuity Team
- Business Continuity Operational Team

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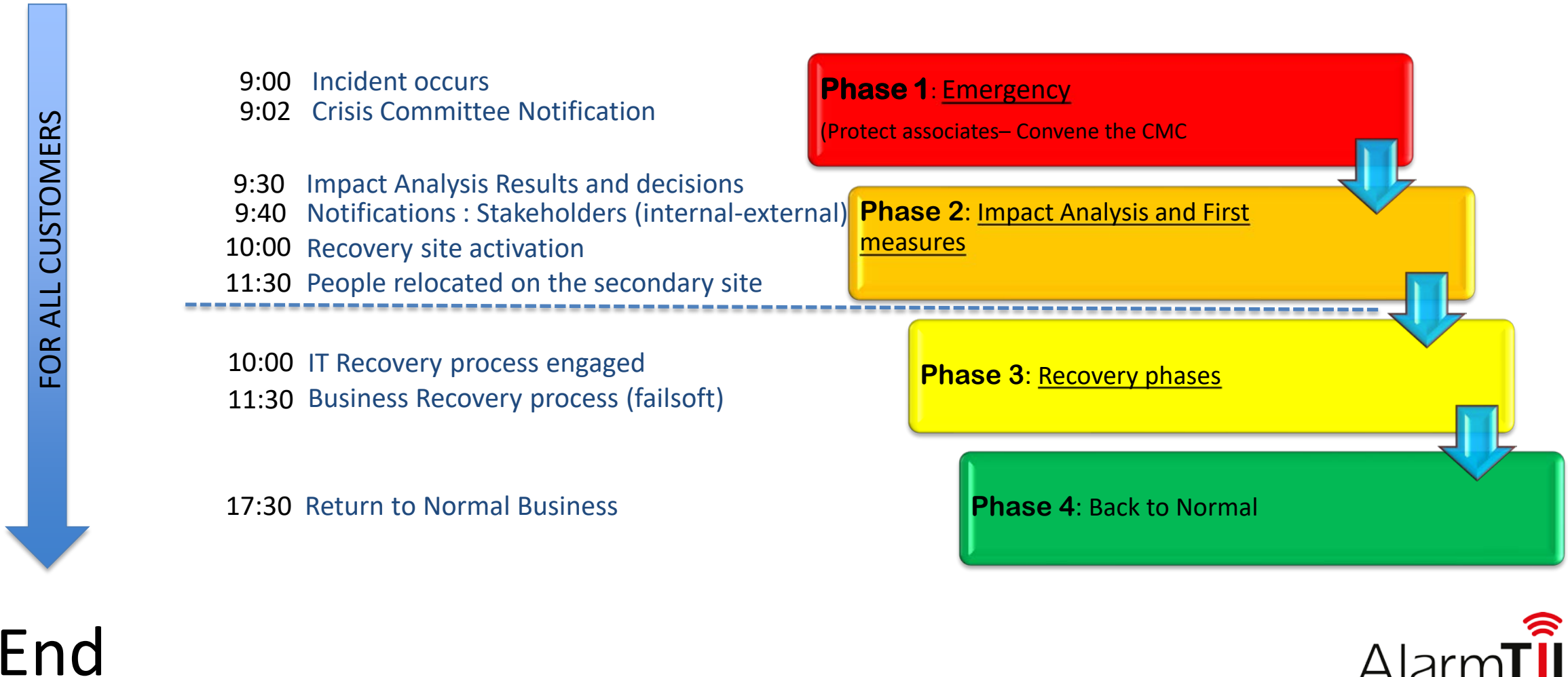
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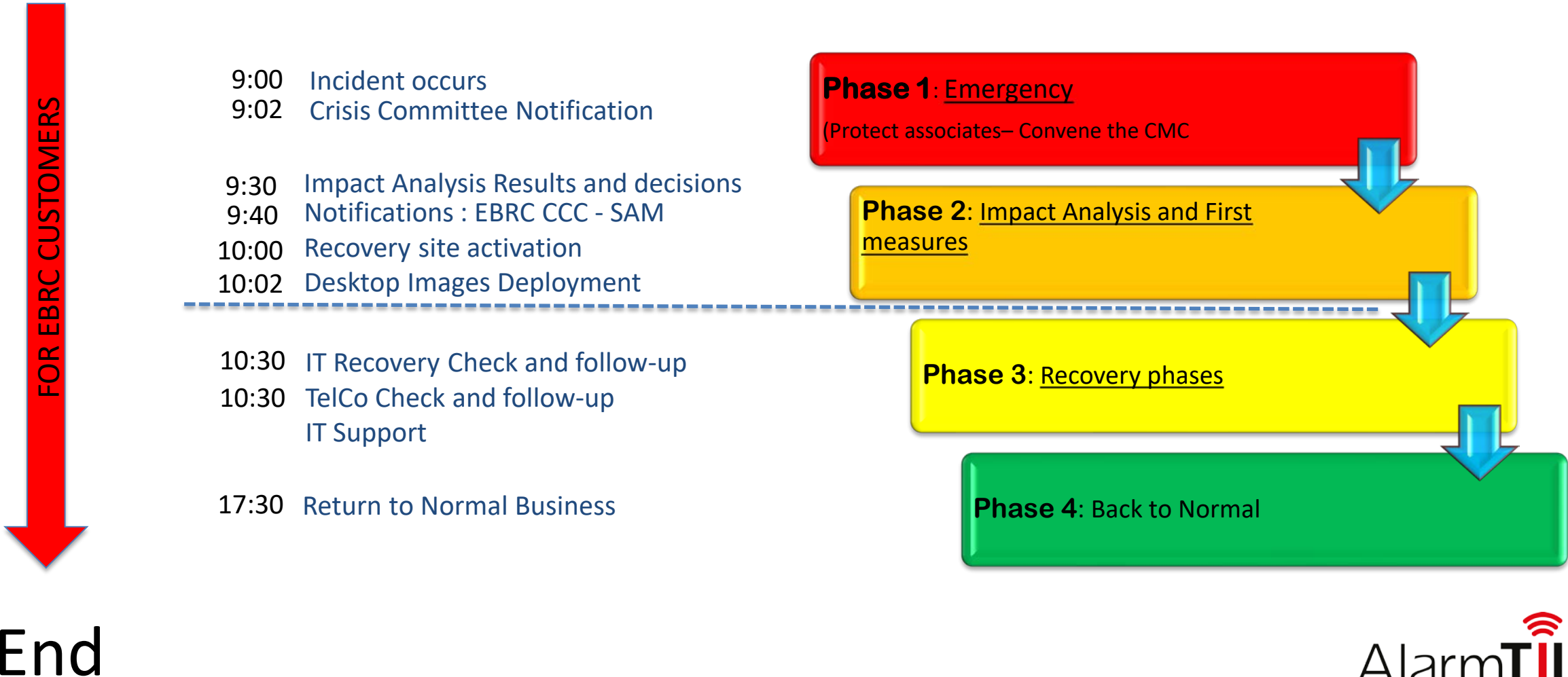
II. Communication

III. Solutions

CRISIS MANAGEMENT TIMELINE (supported by AlarmTILT)



RECOVERY SITE TIMELINE (between BC Manager -> EBRC BCS (Kayl-Windhof))



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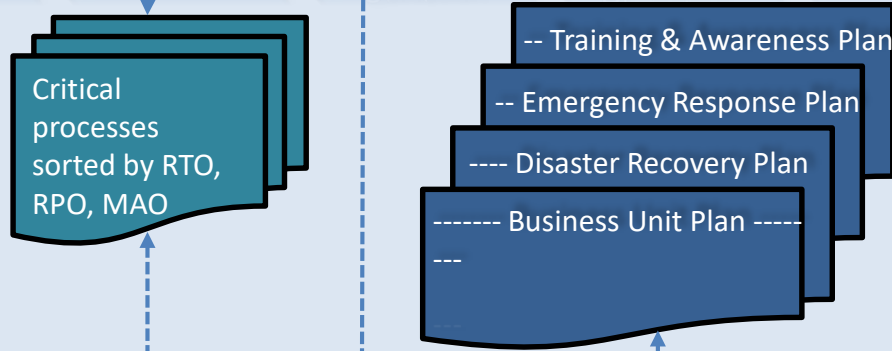
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Invoke Now!



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Questions?



Thank you very much!

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