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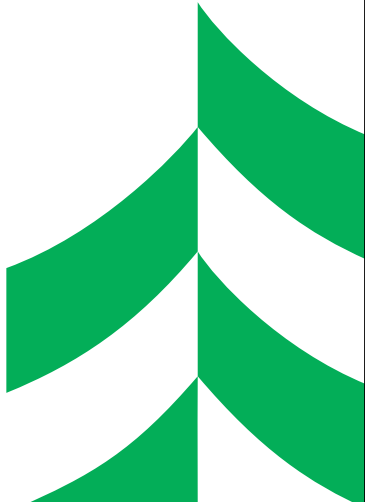

**Associated**  
Benefits and Risk Consulting

**EMERGING CYBERSECURITY THREATS  
& BEST PRACTICE SOLUTIONS**

October 31, 2019

**INCIDENT AND CRISIS  
MANAGEMENT**

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OCTOBER 31, 2019



# INCIDENT AND CRISIS MANAGEMENT

## AGENDA

- OVERVIEW
- PLANNING AND PREPARATION
- EXERCISING THE PLAN
- ACTUAL RESPONSE



## OVERVIEW

<b>Incident Response</b>	<ul style="list-style-type: none"><li>• Overall coordination of the response</li><li>• Requires management support, procedures, and practice</li></ul>
<b>How To Prepare</b>	<b>Key Planning Components:</b> <ul style="list-style-type: none"><li>✓ Understand System Backups</li><li>✓ Identify Roles and Responsibilities</li><li>✓ Create a Response Plan</li><li>✓ Engage Third Parties</li><li>✓ Create Notification / Communication Plan</li><li>✓ Conduct Employee Training</li></ul>

Ensure the ***right people*** are doing the ***right thing*** at the ***right time***.



## PLANNING AND PREPARATION

### System Backups

- Where are they stored?
- Review frequency and intervals
- Assess retention of backups
- Ensure data is encrypted
- Test the restoration process periodically
- How long does restoration take?

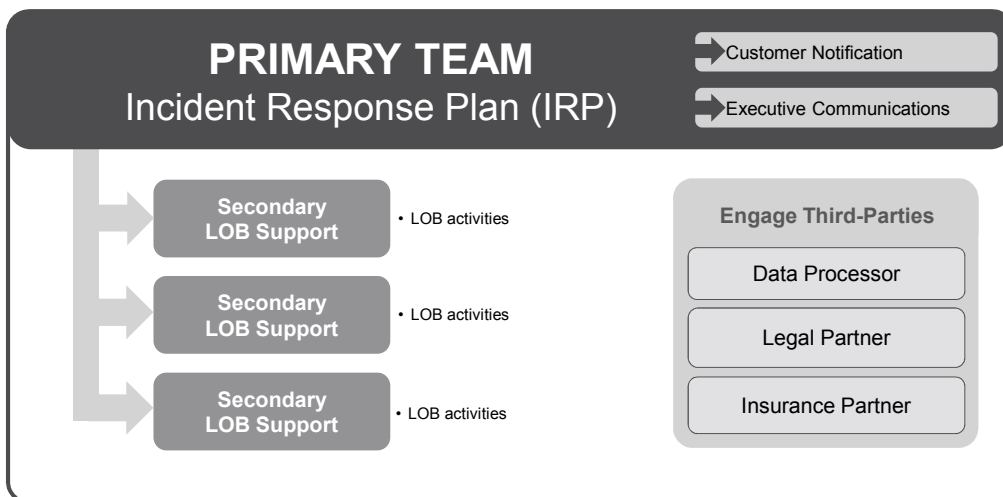


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## PLANNING AND PREPARATION

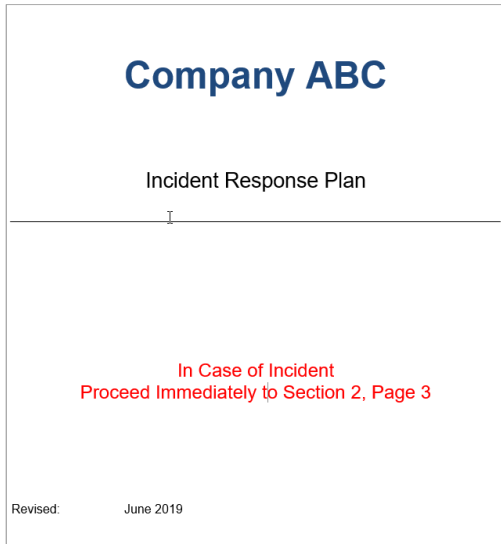
### ROLES AND RESPONSIBILITIES



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## PLANNING AND PREPARATION



### Create a Response Plan

- Documented set of tasks or guidelines
- Key internal or third party contacts
- Make plan available
- Review and update on a regular basis
- Leverage during testing or an actual incident

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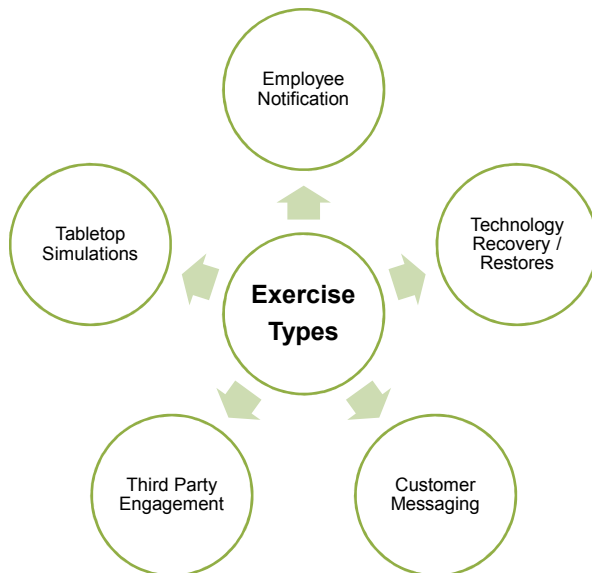
## PLANNING AND PREPARATION

<b>Engage Third Parties</b>	<p><b>Leverage their expertise!</b></p> <ul style="list-style-type: none"> <li>• Identify key third parties</li> <li>• Understand their role in a response</li> <li>• Work in advance to prepare</li> </ul>
<b>Notification / Communication Plan</b>	<p><b>Plan how you will communicate</b></p> <ul style="list-style-type: none"> <li>• Methodology to contact key employees and third parties, including after business hours</li> <li>• Identify methods to communicate with customers</li> <li>• Consider a media plan</li> </ul>
<b>Employee Training</b>	<p><b>Ensure your employees know what to do</b></p> <ul style="list-style-type: none"> <li>• Provide the response plan; clearly set expectations</li> <li>• Include employees in exercising the plan</li> <li>• Identify <b>prevention</b> training opportunities (e.g., phishing)</li> </ul>

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## EXERCISING THE RESPONSE PROCESS



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## THE WORST HAPPENS – NOW WHAT?



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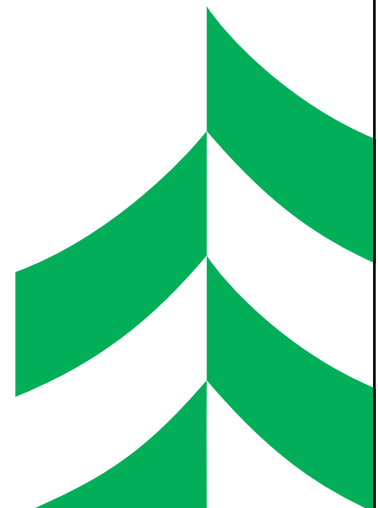
## THE ACTUAL RESPONSE



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# THANK YOU.



## IMPORTANT DISCLOSURES

**Investments, securities and insurance products:**

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