COVID-19 Timeline

Pre-Event(s)

Lessons Learned
Exercises & Drills
Assess & Measure
Cyber Hygiene
Risk Visibility

Overall Actions

• Leveraged information sharing resources
• Continuous review of security posture
• Monitoring trends and operational changes

On-going actions

User / Vendor Reviews

• Ensuring the user is informed, integration with corporate communications
• Reviewing vendor SLA’s and monitoring

Monitoring / Security Posture

Cyber Operational Actions

Communications (Team and Employees)

• Confirmed teams know our PACE (Primary, Alternate, Contingency, and Emergency)
• Confirmed access and availability of services and retest plans
• Leveraging collaboration tools to monitor and confirmed community awareness
• Maintaining consistent user awareness program

Access (Electronic & Physical)

• Reviewing critical resource knowledge and access to operational systems
• Confirmed vendor escalations / notification plans given primary method loss
• Shared physical access processes with all team members

Threats (Monitoring and Changing Risks)

• Remaining vigilant & monitoring for opportunistic attacks (Social Engineering, Credential Harvesting, etc.)
• Increased vigilance to maintain endpoint security and visibility of workforce

Operational Technology Support

• Ensuring operational network monitoring and cyber security alerts are aggregated with corporate / remote monitoring capabilities
• Planned and determined critical work tasks that need additional coordination with limited site access or remote workforce

Cyber Response (if needed)

• Clarified to staff we will Follow the plan
• Pre-assigned response roles for remote staff
• Have plans to over communicate and assign leads to each plan action
• Evaluating everything and ensuring staff are operating with a “Questioning Attitude”

Information Sharing

Leveraging partnerships, industry and peers to share & get information

Monitoring all notices from Federal, State and Local agencies including associations

Active vigilance, communication and escalation processes in place to get the word out