



Now What?

A Pragmatic Approach
to Effective Breach
Response for Leaders



About Me

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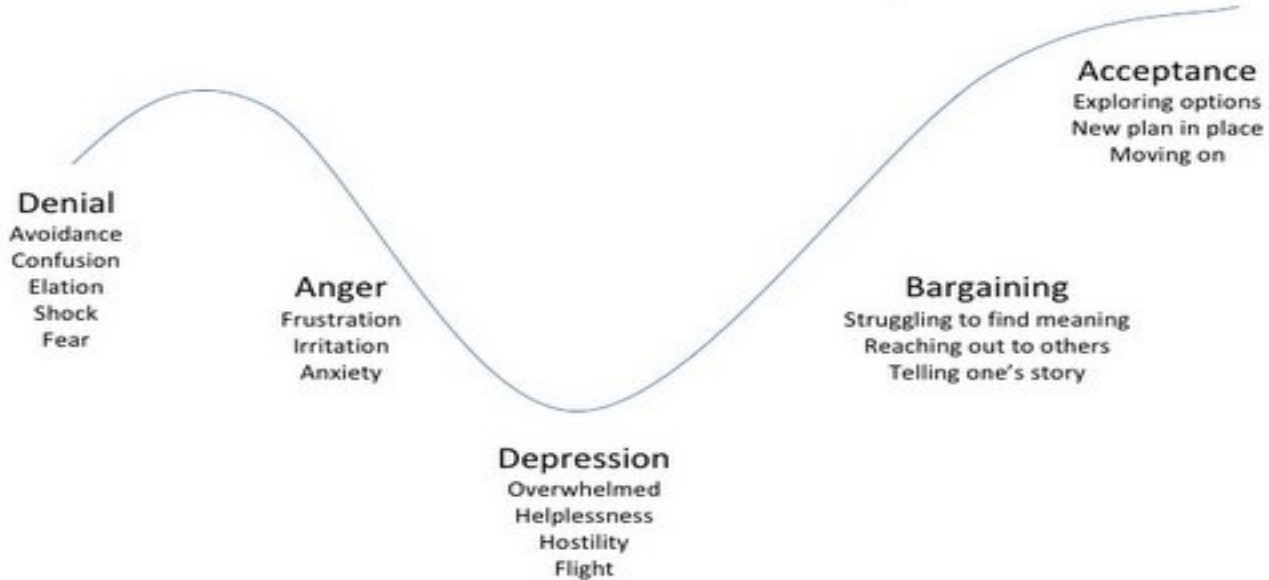
Outline

- What's on your mind
- Obligatory Quote
- What you need
- Always
- Never
- Leaders role
- Stakeholder Management
- Golden questions



What's on your mind?

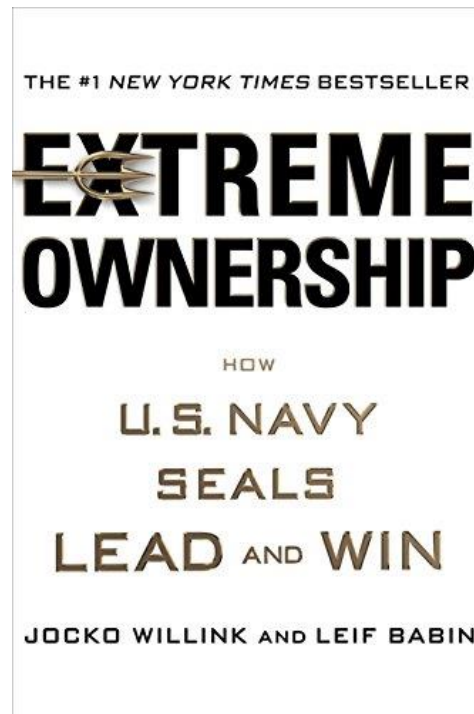
Kübler-Ross Grief Cycle





Obligatory Quote

“There are only 2
types of Leaders:
Effective and
Ineffective”





What you need

- A healthy dose of “Always”
- A healthy dose of “Never”



Always

- Determine and communicate the next meeting
 - Each call
 - Each meeting



Always

- Assign names and deadlines



Always

- UNODIR this is their priority



Always

- Expect the unexpected



Always

- Be respectful



Always

- Be open to being wrong



Never

- Assume the team to knows your expectations
 - Work through the weekend
 - Wait until Monday



Never

- Believe the schedule is perfect



Never

- Underestimate the value of rest for your team members



Never

- Expect the breach will remain private



Never

- Make promises you can't keep



Leaders role

- Ensure proper expectations of your team members throughout



Leaders role

- Categorize the breach
 - L/XL/2XL



Leaders role

- Be prepared to be wrong



Leaders role

- Decide who is second in command



Stakeholder Mgt

- Key to success is to knowing their expectations
 - In advance



Stakeholder Mgt

- Up
- Down



Stakeholder Mgt

- Human Resources
 - Comp time
 - Overtime
 - Creative Compensation



Stakeholder Mgt

- Legal
 - Protect
 - Obligation
 - Report



Stakeholder Mgt

- Physical security
 - Restricted areas
 - Press
 - Employees
 - The curious



Stakeholder Mgt

- External
 - Government
 - Regulators
 - Auditors
 - Law enforcement



Stakeholder Mgt

- Cyber Insurer
 - Notification requirements
 - Update requirements



Operating model

- Very incomplete evidence
 - Leaders operate here regularly
 - Strategy
 - Hiring
 - Incident Response
 - This can be leveraged



Golden questions

- How do I think about this?



Golden questions

- What are the current blind spots?



Golden questions

- What are other possible conclusions?



Golden questions

- Where is there lack of agreement within the team?



Golden questions

- Fact Based?
- Fear Based?



Golden questions

- What would a great leader do?



Your Questions

