

TODOs and takeaways

- “Open” incident handling: Have a plan to handle the press
- GDPR is complex and multifaceted! Experts can help
- Technical people look at things from a different perspective, just as management does. Each side should do their best to listen to and understand the other sides perspective
- Review and update your incident response plan
 - o Involve communications people early on in the process
- Just like we back up data, people involved in an IRP should have backups as well
- The concept of 3 levers
 - o Identify good behavior
 - How can you remove obstacles to achieve good behavior?
 - o Identify bad behavior
 - Make bad behavior hard to execute
 - o Communicate the results using data to three levels:
 - Senior leaders
 - Middle management
 - Rank and file
- Practice prevents poor performance
 - o Run those table tops to exercise your IR plan