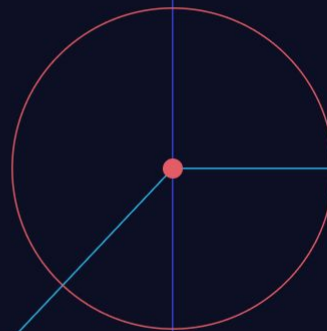




Crisis Sim Essentials for Executives and Managers

IL IMMERSIVELABS

The Leader in People-Centric Cyber Resilience





The aim of this support resource is to ensure...

- Executives and Managers have an awareness of how to use Crisis Sim to build Cyber Operational Resilience and,
- Can use Crisis Sim to improve security teams' incident & crisis management capability





The importance and benefits of running Crisis Simulations and Exercises



Importance of Crisis Exercising

Cyber threats are ever-present and constantly evolving, forcing organizations to better prepare for the unexpected. One effective way to prepare is through crisis simulations and exercising, which simulate real-world cyber attacks as well as other crisis situations and test an organization's response capabilities under pressure.

From technical teams to executive decision-makers, crisis simulations exercise teams together to build trust and confidence in their knowledge, skills, and judgment in responding to actual incidents - removing the isolation gap between technical and management teams.



Benefits of crisis exercising

01

Improved communication: Facilitates better communication and collaboration across different departments, leading to a shared understanding of goals, priorities, and challenges

02

Greater efficiency: Promotes a common approach to problem-solving, testing, and decision-making – resulting in more efficient use of resources and streamlined processes

03

Enhanced leadership skills: Develops and builds upon leadership skills at all levels of the organization, enabling employees to take ownership of their work and lead their teams more effectively

04

Increased accountability: It creates a sense of shared responsibility for organizational outcomes, promoting a culture of accountability and continuous improvement

05

Better alignment: It ensures that organizational goals and strategies are aligned across different levels, ensuring that everyone is working towards the same objectives



The Key Principles you should follow when developing your crisis simulations and exercising program



Key principles in crisis response

Apply these to all your crisis simulations and exercises

- Move the organization from mayhem to management as fast as possible
- Move fast! Social media is instant
- Have a clear line of command for who “signs off” any communications release
- Monitor what else is going on and what is being said - what you don’t know is as important as what you do know.
- “Feed the beast”. Release news little and often to the media/stakeholders
- Be human - apologize if you need to.



Cyber Resiliency = Preparedness + Responsiveness

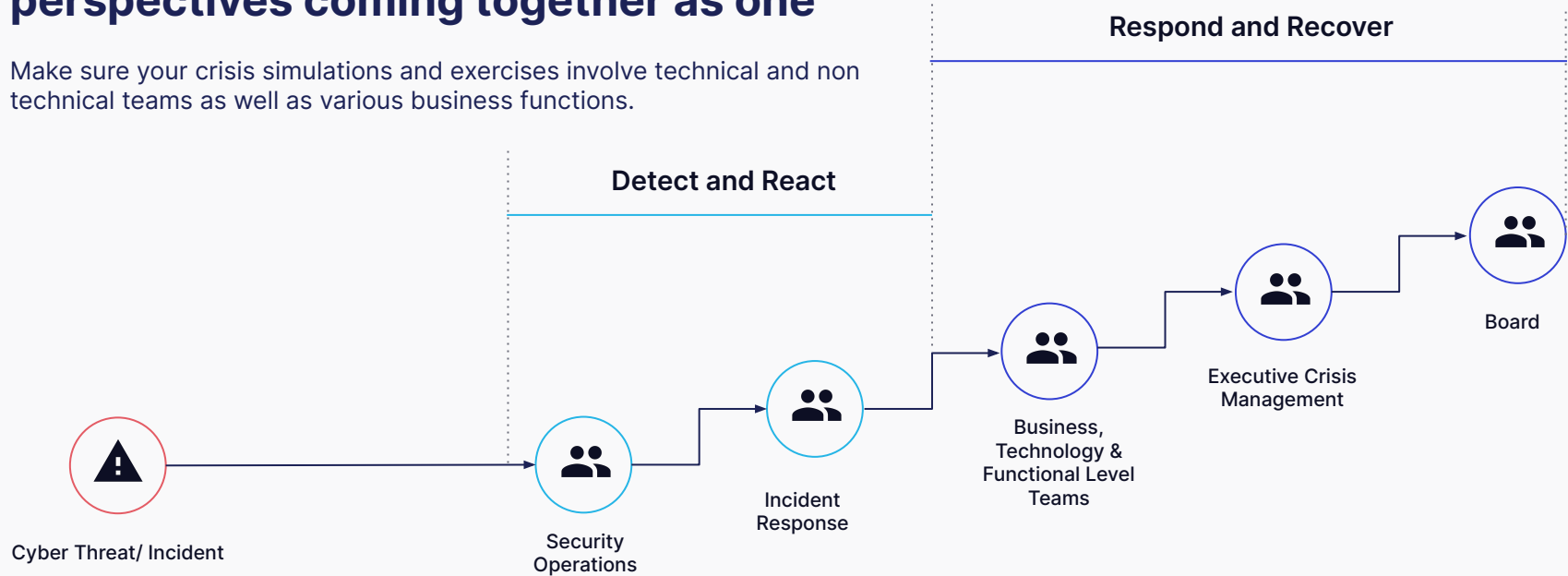


How to use Crisis Sim to maximise your
preparation and improve your crisis
management capability



Responding to a cyber incident depends on **diverse teams** with **different skills** and perspectives coming together as one

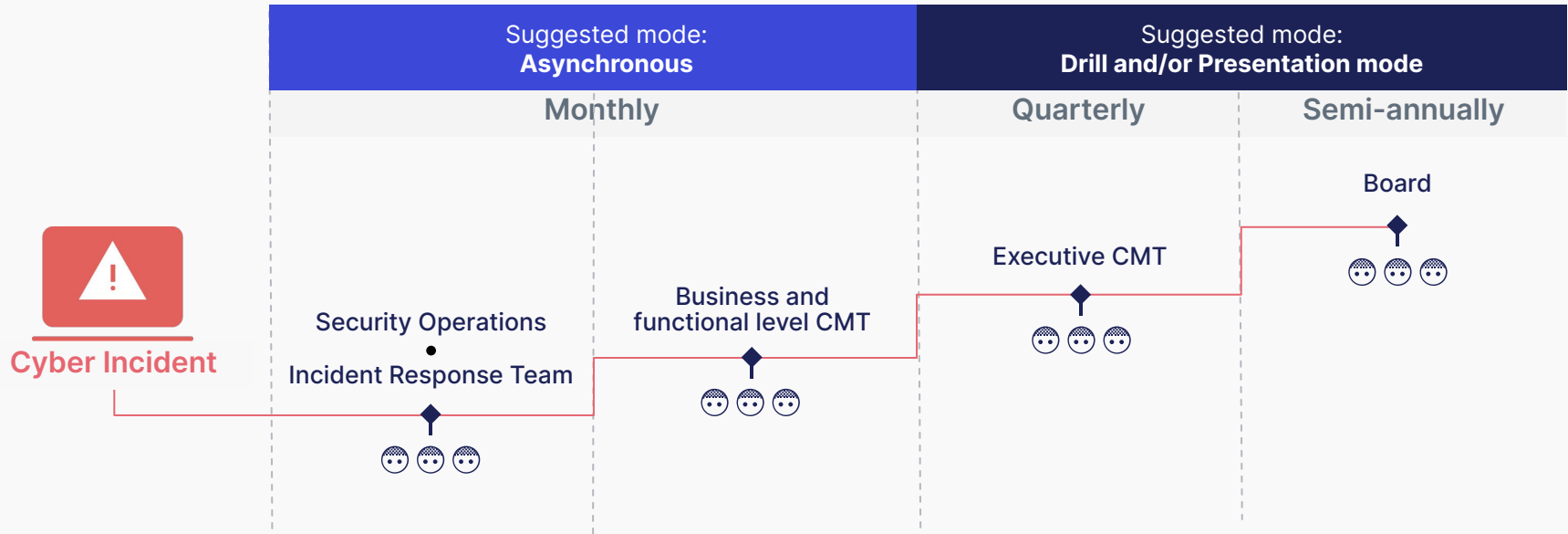
Make sure your crisis simulations and exercises involve technical and non technical teams as well as various business functions.



Exercising cadence and modality

Run exercises to build capabilities, muscle memory, and confidence

Make sure you have a regular cadence of crisis simulations and exercises - frequency can differ between organisations.

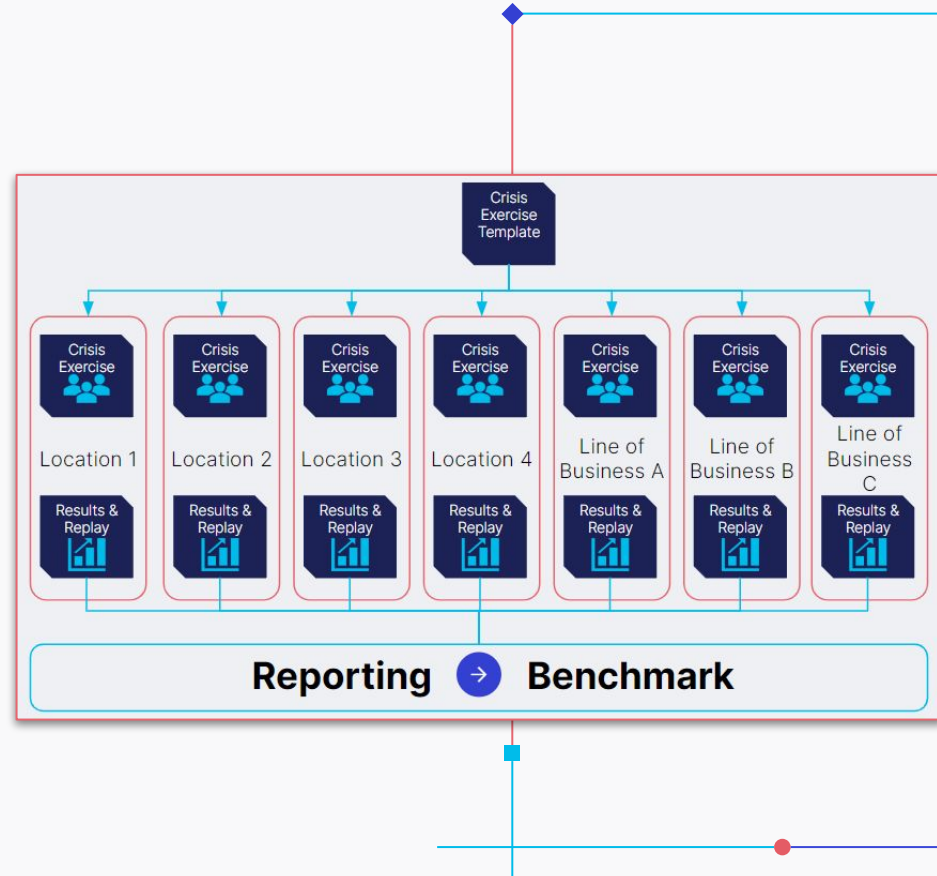


CMT=Crisis Management Team

Scale up and benchmark performance

Consider creating a 'template' exercise aligned to key organizational or functional areas of focus or concerns.

The overall scenario remains the same but can be quickly adapted to each specific location or line of business and run in different formats (single player, drill or presentation mode)



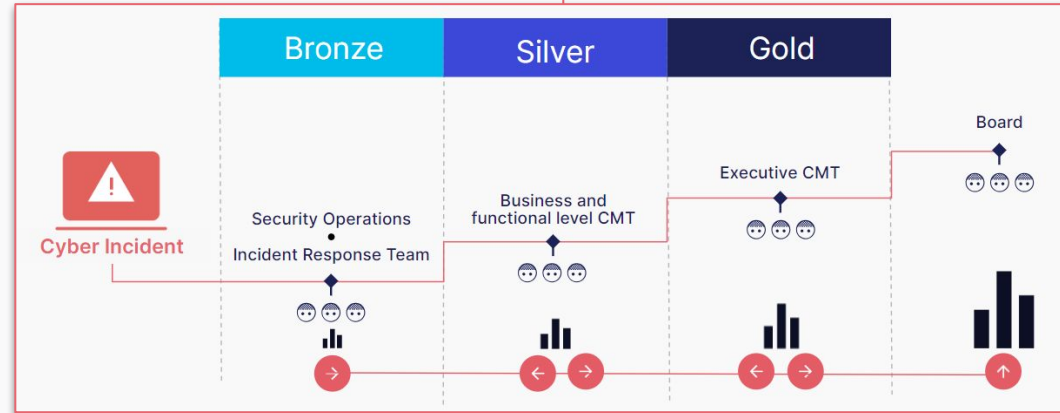
Let the **data** do the **talking**

Run exercises to evidence decision paths taken by different functions and teams across the organisation

Compare results (including confidence levels) by role/level, locations, and/or business lines for a snapshot of organizational cyber resilience capability

Use that data as part of your Executive exercise to demonstrate the benefits of your program.

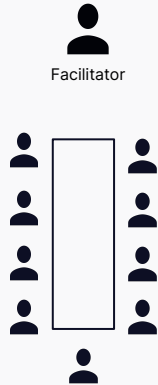
Build confidence across the executives and showcase areas of focus for your program



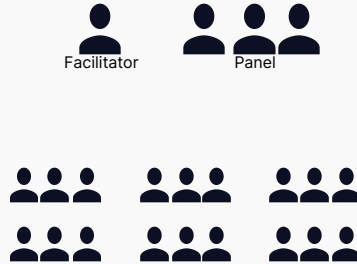
Simulation and Exercise Delivery Options

Make sure you utilize all play modes to achieve your goals and outcomes depending upon realism and simulated events

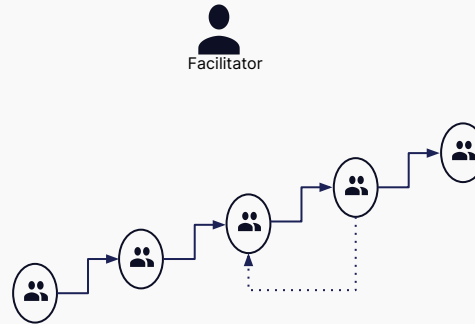
A: Boardroom / tabletop format (in person, virtual and/or hybrid)



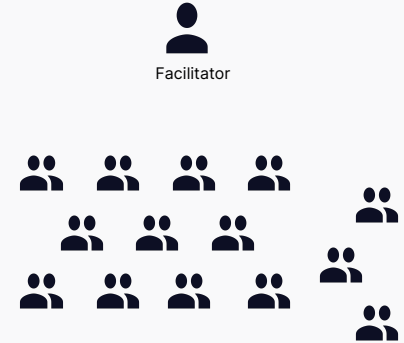
B: Facilitator + panel to discuss options as audience plays exercise



C: Run as a drill mode - bringing different teams together as one at key points in the exercise



D: Run as breakout sessions and/or exercise teams in isolation but then benchmark results





Exercising Best Practices



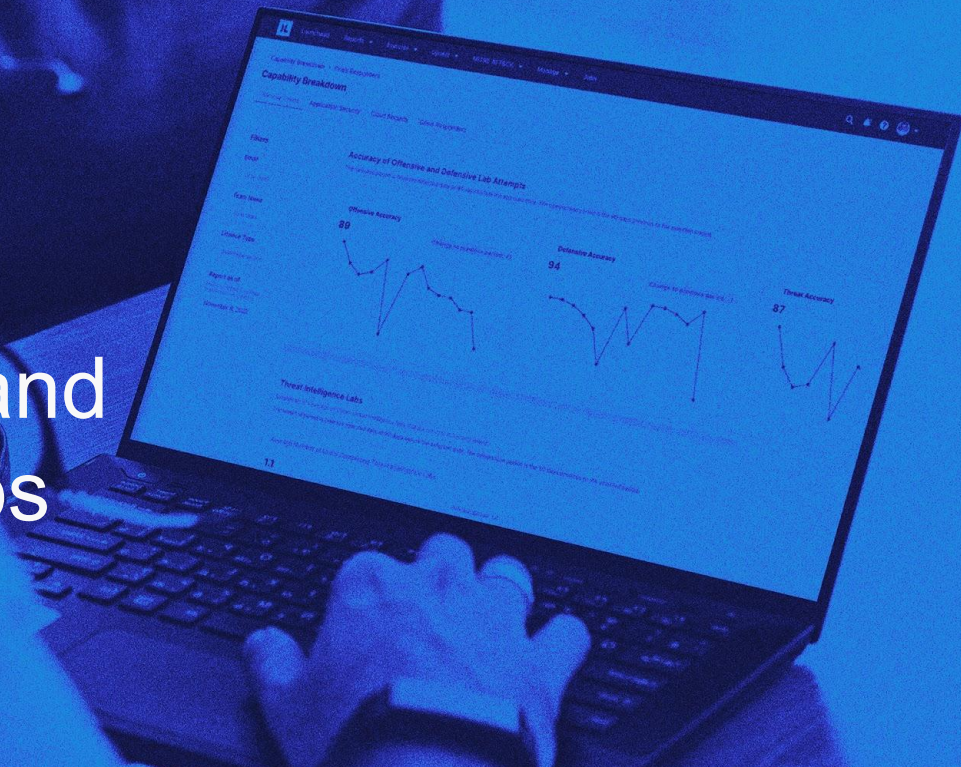
Crisis Simulation and Exercise best practice

- **Define your Goals** - Set goals and aims for the exercise.
- **Identify Audience & Participants** - Identify participant teams and key decision-makers who should be part of the exercise.
- **Select your Scenario or Template** - Determine if you want a realistic or fictional scenario & Identify attack vector or threat actor.
- **Customize Scenario (if applicable)** - Align number of injects with the estimated time you'll schedule for the exercise.
- **Identify Exercise or facilitation mode** - There are several ways you can run an exercise, select the style that meets your goals
- **Complete Test Run of Exercise** - Practice facilitating the scenario before your actual session.
- **Schedule Exercise** - Determine duration of the event - leverage the test-run to ensure you optimize the exercise time
- **Send Advance Communications** - Send calendar invites and reinforce why users need to be part of the exercise.
- **Exercise Preparation and Logistics** - From technical setups to briefing documents, ensure all logistical aspects are planned.
- **Run Exercise** - Ensure the facilitators are clear on the flow of the injects and intended goal.
- **Debrief** - Wrap up the exercise with a conclusion and debrief summary. If you wish you can conduct a facilitated debrief at a later date.
- **Results Analysis** - Review results and analyze trends from users' decision and confidence scores.
- **Debrief** - Hold a Post-Exercise debrief





Crisis Simulations and Exercising - Top Tips



10 Tips for running crisis exercises

1. Understand the objectives and scope
2. Plan your timings and stick to them
3. Have backup injects and questions prepared
4. Tailor the scenario and injects to specific roles
5. Tailor how you deliver information
6. Utilize breakout rooms
7. Use anecdotes and get people to share their experiences
8. Try not having everyone come to the room / the call before starting the exercise
9. Let them make mistakes
10. Be prepared to be challenged



Thank you



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