



Cyber breach: what happens next?

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M&S cyber-attack disruption to last until July



EU cyber agency says airport software held to ransom by criminals



Co-op says cyber-attack cost it £206m in lost sales



Jaguar Land Rover counts the cost of cyber attack



Adidas says customer data stolen in cyber attack



Why we **STRUGGLE**



THREAT PREVENTION
LEFT OF BOOM

BOOM

CRISIS RESPONSE
RIGHT OF BOOM

Zero-day malware

Stolen credentials

Fraudulent activities

Failed audit

Compromised cloud app

Ransomware

THREAT PREVENTION
LEFT OF BOOM

BOOM

CRISIS RESPONSE
RIGHT OF BOOM

Malware
Deployed

Additional
Compromises

Remote
Access of
Network

First
Public
Indicator

Stocks
Fall

Press
Conference

Notify
Third
Parties

FCA
Investigation

Phishing
Email

Database
Stolen

Law
Enforcement
Calls
CEO

Social Media
Sentiment
Falls

Insider
Victim

Response
Website

Credentials
Stolen

Encrypted
Communication

Update
Executives

Validate Altered
Financial Reports

Legal
Deposition

Board
Meeting

Forensic
Research

THREAT PREVENTION
LEFT OF BOOM

Our domain
Security and IT problems
The problems we are closest to
Problems we face daily
Certainty

CRISIS RESPONSE
RIGHT OF BOOM

Others involved
Legal, HR and Board problems
Distant, hazy problem
Happens less often
Uncertainty

Right of **BOOM**





**PRACTICE YOUR
PLAYBOOKS**





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**LESSONS
LEARNED**

Culture counts

Playbooks crack
under pressure

Leadership
matters



Contacts

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