

# Cyber security crisis management strategy

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Scritta in cinese la parola crisi è composta di due caratteri, uno rappresenta il pericolo e l'altro rappresenta l'opportunità

John F. Kennedy

Una crisi di  
cyber security  
comporta gravi  
conseguenze  
per l'azienda e  
sui suoi  
stakeholder



Dipendenti



Clienti



Supply Chain



Investitori

La strategia  
definisce un  
approccio  
strutturato alla  
gestione delle  
crisi di cyber  
security



# Il framework guida l'approccio alla gestione delle crisi



## Gestione della comunicazione

- Comunicazione ordinaria
- Comunicazione di crisi

Chi comunica cosa, quando, come e a chi ?



## Preparazione

- Rischi
  - Registro dei rischi
  - Sviluppo degli scenari di crisi
- Piani
  - Dettaglio piani di emergenza
  - Dettaglio piani di contingenza
- Azioni preparatorie
  - Asset inventory
  - Altro (es. backup)



## Gestione della crisi

- Organizzazione
- Modalità di escalation
- Ruoli e responsabilità
- Processi
- Procedure
- Fornitori critici
- Infrastrutture



## Lesson learned

- Reporting
- Lesson learned
- After Action Review basato sul log delle azioni intraprese durante la crisi
- Formazione e stress test dei piani

Cosa può succedere ?  
Come ci prepariamo ?

Come rispondiamo ad una crisi  
a livello locale o centrale ?

Come possiamo migliorare ?  
Quali rischi possiamo evitare ?

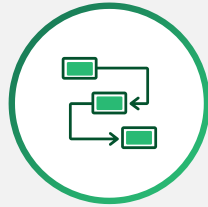
# Quattro i pilastri fondamentali della strategia



## Organizzazione

Chiarisce i dettagli organizzativi per la gestione delle crisi

- Champion nella struttura permanente
- Organizzazione in stato di crisi



## Processi

Definisce i processi da seguire per gestire la crisi

- Modello operativo
- Tecniche, abilitatori e strumenti di supporto



## Documenti

Fornisce i documenti da utilizzare

- Documenti preparatori
- Manuali e template per la gestione della crisi



## Governance

Garantisce la prontezza dell'organizzazione

- Elementi soggetti ad approvazione dell'ExCo
- Readiness KPI

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