RSAConference2022
San Francisco & Digital | June 6 – 9

TRANSFORM

SESSION ID: **HUM-W02**

DANGER!
Tips for Dealing with a Panicked C-suite During a Ransomware Event.

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Agenda

- Set the Stage
- Useful 1st Step: Recapping 2021's Session
- Incident / C-Suite Stage
  - Stage 1: Confirmation & Panic
  - Stage 2: Overreaction (Anger)
  - Stage 3: "Kitchen Sink"
- Neuro-Awareness Steps
  - Stage 1: Speaking to be heard
  - Stage 2: Connect the dots
  - Stage 3: Listen to really hear

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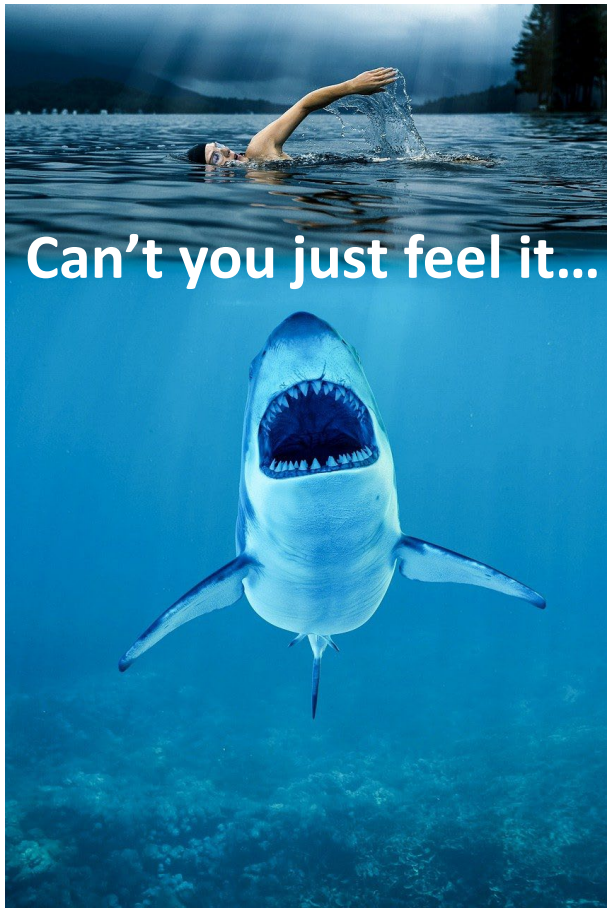
Setting the Stage

Based on a true story…

The Scenario

- Imagine yourself the new CISO of “OldCo”
  - OlcCo is a leader in the FinTech space, supposedly mature processes
  - Newly acquired company (Newb-o)
- Newb-o platform
  - Not tested as part of the acquisition
  - No assurance in purchase contract
- Your SOC calls…It’s Friday @ 4pm…
  - Just received “the email”
    - New platform compromised…
    - Customer data exfiltrated and being uploaded…
    - External reporters notified…



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Last Year's Recap

Last Year's "Top-6" Tips

- Create a C.R.A.P.
- Give Yourself Brain Breaks
- Reframe Your Thoughts to Positive
- Practice Mindfulness
- Debrief & Feed Your Social Brain
- Use the S.C.A.R.F. Change Model

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Stage 1

Confirmation, Panic -> Speaking to be heard

Stage 1: Confirmation, Panic

- The “unprepared” C-Suite
- Panic burns faster than white phosphorus

Speak to be Heard

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Stage 2

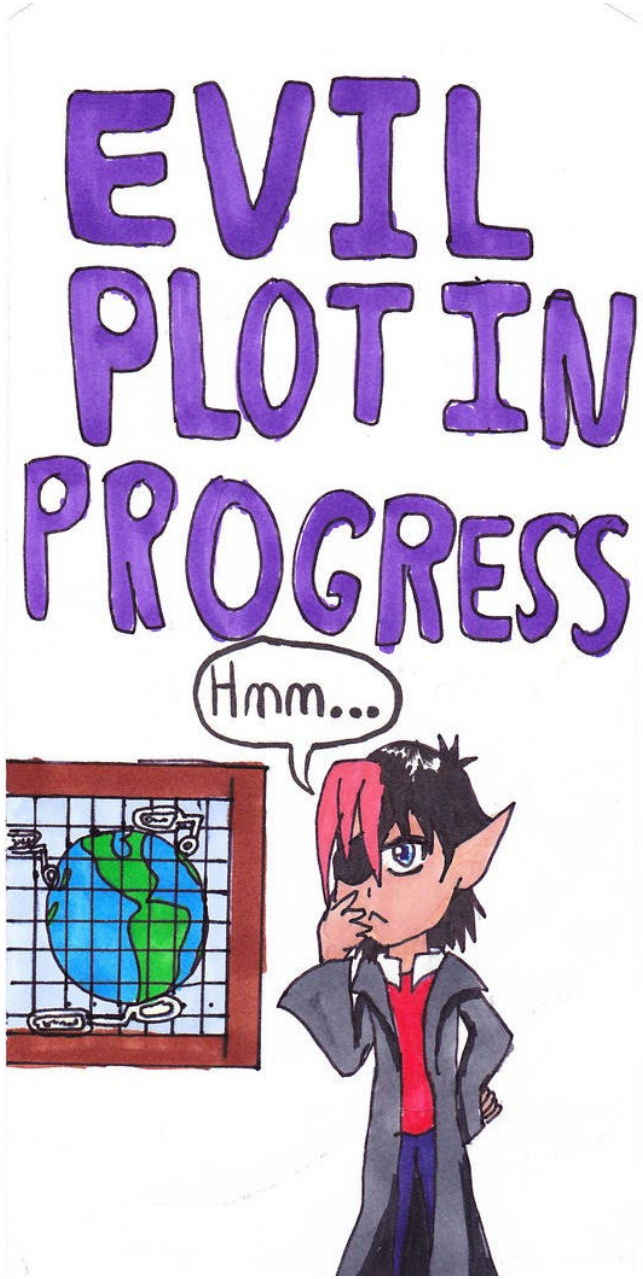
Overreaction -> Connecting the dots

Stage 2: Overreaction

- Immediate call to cut / cull "those responsible"
- Stress / CYA levels at Maximum

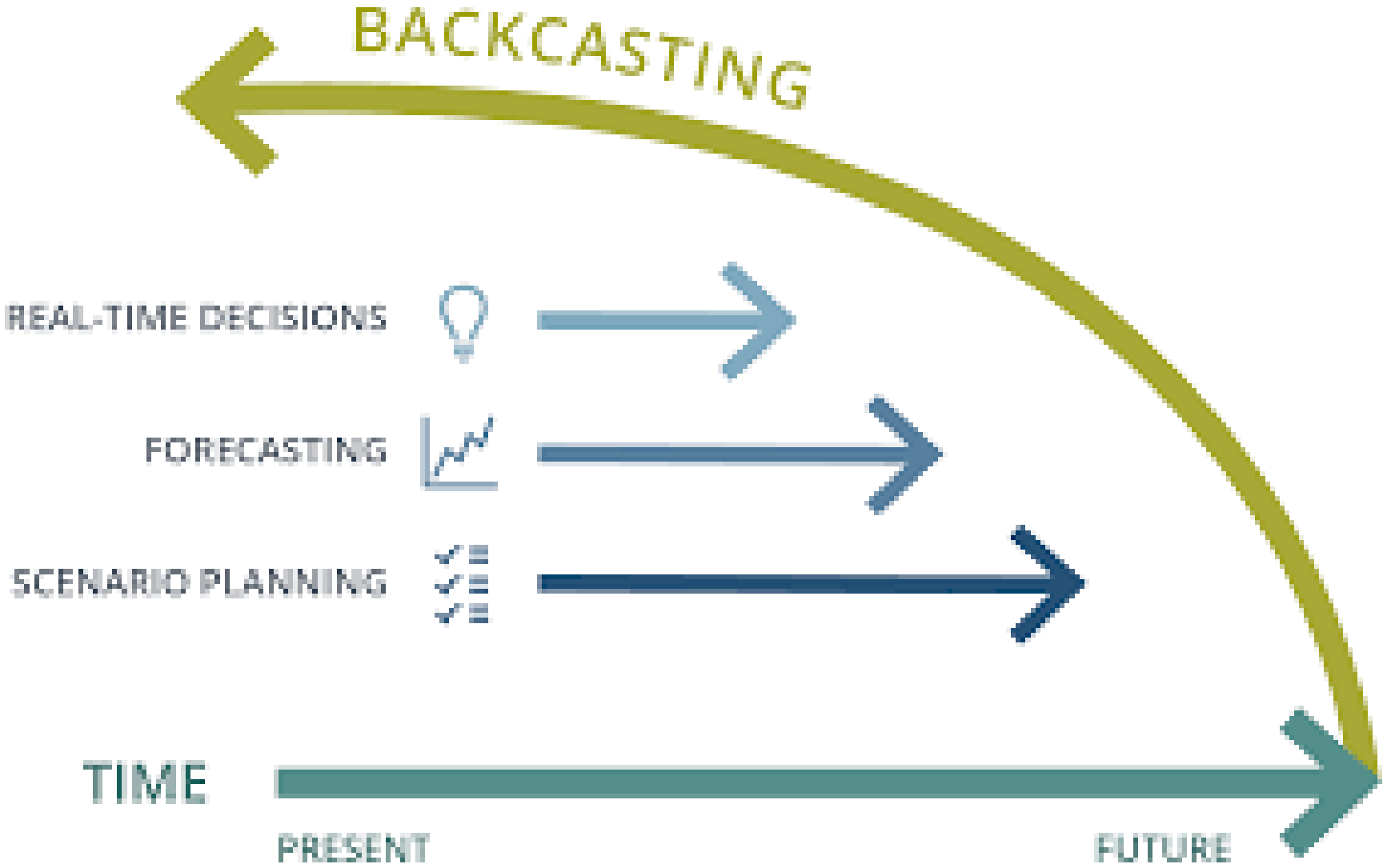
Connect the Dots

AVOID EVIL PLOT TWISTS



Set the Stage In Advance

HELP WITH THE DETAILS


BACKCASTING
REAL-TIME DECISIONS
FORECASTING
SCENARIO PLANNING
TIME
PRESENT
FUTURE

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Stage 3

“Kitchen Sink” -> Listen to really hear

- Remediate becomes goal vs forensics
- "Solve EVERYTHING"

LISTEN TO REALLY HEAR

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Wrapping Up

Applying Lessons In the Moment & Future

“Apply” Slide (In the Moment)

- Slow is Fast
- Get grounded – Take a Moment
- Observe Nonverbal Cues & Your Feelings
- Be Pre-emptive – Have a Plan
- Ask the Next Best Question
- Communicate Often, Clearly & Concisely

What Can You Do Next: Neuro Actions

- Next week you should:
  - Talk about Your Plan – Make it Visual
- In the first three months following this presentation you should:
  - Practice Your Communication Styles
  - Take Time to Learn to Observe
- Within six months you should:
  - Revisit Your Plan and Talk More
  - Connect Any Dots
  - Assess Any Arising Evil Plot Twists

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