Formal Memorandum

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October 27, 2023

To: All WHO Senior Leadership Team

From: Ryan Talbot, Senior Leader, World Health Organization

Subject: Cyber Attack Response Memo and Public Service Announcement

Dear WHO Senior Leadership Team,

I write to address the recent cyber-attack on WHO and address its impact and our steps going forward.

The cyber-attack on WHO has had a profound social and emotional impact, not only on our staff but on the global community we serve. This pandemic has already placed immense stress on people's lives, and this attack, during such a critical time, has amplified anxiety and fear.

To strengthen our cybersecurity, we plan to utilize advanced threat detection systems, collaborate with cybersecurity experts, and to enhance our staff cybersecurity training.

We must develop a long-term strategy to future-proof our organization against cyber threats. This means fostering partnerships with reputable cybersecurity organizations, and promoting a culture of cybersecurity awareness among our workforce.

In response to this incident, we will implement the following policies. Strengthen our cybersecurity protocols to prevent future attacks. Conduct regular security audits to identify vulnerabilities. Develop a comprehensive incident response plan to minimize the impact of potential future attacks. Collaborate with international law enforcement agencies to combat cybercriminals targeting healthcare and humanitarian agencies.

To effectively disseminate our response to the cyber-attack, we will leverage modern technology tools and modalities, considering our remote environment. We will create an informative PSA to inform the public about the incident and our response measures. This PSA will be distributed through WHO's website, social media channels, and reputable news outlets. Host a virtual town hall meeting for WHO staff and key partners to address concerns and provide updates on cybersecurity measures.

Our aim is to ensure WHO's resilience in the face of cyber threats and to communicate this effectively. In these challenging times, our commitment to public health remains unwavering. Together, we will emerge stronger and better prepared.

Sincerely, Ryan Talbot, Senior Leader, World Health Organization