Koios

Game master Scenario sheet

Scenario number: 2

Scenario Name: When Hardware Says Goodnight, Its Time to Find the Backup!

NOTES:

This scenario needs to be adapted to the company before starting to make it more immersive! Note: Adapt this scenario to the type of information you want to test being lost. The scenario aims at hardware being on premis and not cloud storage at an external firm.

Information to read before starting: The system (of your choice) has failed. The incident responder(s) has to og on site or get someone on site to examine the server. While there the system will reboot itself and services will not start. Eventually the disc controller has broken down. It needs to be changed, but it will take time to get one delivered. Meanwhile, people are demanding answers, both C-level and users. This needs to be done while trying to solve the delivery problem and while restoring a backup to fetch the much needed data.

Inject number	Inject details	Background Info	Needs to be examined before	Relevant Questions	Main Focus for the Scenario:
					Investigative techniques - How quickly did they investigate the background forsystem not being accessible? -Was the investigation done methodologically?
1	[PLAYER] gets a phone call from [1st LINE OR USER] [INSERT SYSTEM] is not accessible.	The system is down. No access. The players will not get remote access to the system, they have to go ther physically.	2	How long has the system been down? What information does the system contain?	**Media and customer handling** - How do they deal with the stress around users? **Remediation phase**
2	[SYSTEM NAME]'s event log shows error messages.	The error message must be adapted to the system and the error you decide to play out. This scenario goes with a disc controller not working (this is not to be revealed yet)		Where can you find the log? Is the log extensive? How far back does the log go?	- Are backup routines beingfollowed? And how does the data rollback work? is the time-limit for business continuity good enough to cater for restoring the back up? **How to avoid this from happening again**
3	While working on the system it suddenly gets a bluescreen and reboots. The system restarts, but some services does not.	Just progress for the scenario to prompt more investigation		What service does not restart? Why?	- How was the report written? -What solution was presented for avoiding this from happening again?
4	Mayhem has broken lose. Someone's deadline depends on gaining access to the information on the system. [PLAYER] needs to roll to see if they can get the users to calm down long enough to come up with a solution	People are desperate for answers.		How will you relay information? What information will you relay? Is there a way to get a hold of the data they need quickly?	
5	Turns out that the disc controller is not working. What to do?	The disc controller has stopped working and it needs to be changed.	6		
6	There is some problems getting the parts needed. How do you proceed?	Delivery problems for the disc controller		who is your manufacturer. What backup plan is there in case it takes a long time to get parts?	
7	[PLAYER] Gets a phone call from [DAYCARE/SCHOOL, find someone with a kid]. Their child has a fever and you need to pick up the kid. Roll without modifiers. 1-10 = you are stuck at home with a sick kid until tomorrow. 11-20 = You only have to make a few phone calls to arrange pick up. Take a small timeout until the game master says you are back from making calls.	Sometimes life happens. Even during crisis		How to deal with the things you cannot control? Not everyone can be available. What do you do? How do you aquire the skilleset if a person is not available? Consultants? When to call those in?	

8	The Files on the system is not retrievable. Do you have a copy? And when was it last copied?	Good questions asked here. Let the discussion flow. Discs are corrupt due to the hardware issue.		Questions are asked during inject	
9	[SOMEONE HIGH LEVEL] is calling to ask when the system will be up again. Calculate an estimated time-line and present it to [SOMEONE]		**10**	How to calculate this? How will the estimates look like and who can make those assumptions?	
10	[C-LEVEL] Wants a preliminary report of the incident by tomorrow morning. They also wants a clear plan on how to prevent this from happening again. Create the plan as in depth as you are told within the given deadline, and present it.	Give the players as detailed of a task as you see fit. This can vary depending on the depth you want for this training session.		Do you have a report template? What systems are available for review? Do you use a framework for this? What prevention measures are there?	