**Tailored Action Plan - Tim-20240821\_142955-Meeting Recording**

0:02  
That should be recording there.

0:04  
So thanks for joining us today, Tim.

0:06  
So you've already took part in our workshop down in truly.

0:09  
I think it was just to help us with develop our risk assessment tool and the guidance associated with it.

0:17  
And so just to kick off, I was just wondering, did you after that workshop, did you actually go and do any of the things we would have talked about the workshop or take any action kind of sober security wise?

0:29  
It gave us something to think about anyway.

0:31  
And some of the more sensitive documents and stuff to do with the guy that sends us the payroll information, we've sort of used the encryption on, on those documents and just being a bit more mindful.

0:46  
And, you know, I do try and I do double check creating any new payees or things like that.

0:53  
But yeah, I suppose maybe let's give a a renewed enthusiasm for, you know, it's just it's, it's necessary just to take it very seriously and not just to presume anything is correct and to presume that, you know, whoever you're dealing with hasn't been hacked in some way or other.

1:15  
So that's it.

1:17  
I'm just going to make sure that my laptop's plugged in here now.

1:19  
I think we're about to die or else we'll all be gone, right.

1:24  
OK, back in action.

1:25  
And that's great.

1:26  
But yeah, so at least you kind of looked at encryption a bit.

1:29  
So that's, that's it's all, you know, it's all steps you can be taken.

1:33  
So that's great.

1:34  
And I'll just share a little presentation with you here now.

1:38  
And so this is to do with the risk assessment that you would have done for us.

1:46  
And so we used the responses you gave to us that day to come up with a, what we're calling a tailored action plan.

1:56  
And so this, this is kind of, I think we would have explained it on the day as well that we're kind of trying to put that risk assessment tool up on a website.

2:03  
So they can't be kind of we're hoping that'll be going live fairly soon.

2:08  
And so how that work was again, the an SME owner like yourself will come along and do the risk assessment tool, but they'll get their tailored action plan immediately kind of once they submit the risk assessment tool.

2:21  
So I know you to wait several months for us to come back with this.

2:25  
So we're trying to streamline it down into an immediate process.

2:29  
And but it's like the whole idea is that you actually plan to be tailored to your business and kind of whatever issues we've gleaned from your risk assessment that we'd be trying to deal with those issues specifically.

2:39  
So it's kind of personalized to each business.

2:42  
So that's kind of that's what we're aiming with what we're giving you today.

2:45  
So hopefully we've kind of we go somewhere way towards that.

2:50  
So I'll be giving you this action plan now and and along the ways we're presenting the action plan, I'll also be asking you for feedback.

2:58  
We'll just have some questions to see do things make sense for you and all of that.

3:03  
And so this is all based on the answers anyway that you gave me the risk assessment to the back in the workshop.

3:07  
And truly, So what we came out with was three top actions for you to take.

3:13  
And so you can see those there, they're kind of ranked one to three.

3:17  
And so the first thing you should be doing is to ensure your critical data is backed up regularly.

3:23  
Next thing you should be doing is to try and provide regular cybersecurity training for your employees.

3:28  
And then the third thing for you to look at is to ensure your website is backed up.

3:33  
So these are just, I suppose we're, the whole point is we're trying not to overload people with like a list of 100 things to do.

3:41  
So obviously there's more things than this that you could be doing, but these are the things that we think are most important for you right now and that we feel that you should be able to tackle yourself.

3:50  
So I can, I'll go on here with a bit more detail about Action 1 now and I'll just let you read it yourself and kind of see how you react to it.

3:57  
And I'll have a couple of questions after then.

4:00  
OK.

4:38  
OK.

4:41  
So you've had a chance to read that there.

4:43  
Yeah, yeah, yeah.

4:46  
And so I might pop on to the next slide here with some questions, but I can flick back to this if you want, you know if it helps you answer the questions.

4:53  
So we'll just have a quick look at these questions here.

5:00  
So it just kind of in general, we just want to get you talking about these.

5:04  
So just go down through the questions.

5:05  
And so the first was how do you feel about this in general?

5:09  
Yeah, it's perfectly reasonable, perfectly doable.

5:14  
Yeah.

5:15  
As I say, yeah, LASA, the MD is fairly it's more tech minded than I am, but I think formalizing the backup procedures on the perhaps, yeah, having something, yeah, perhaps having an off site hard drive that's brought in, you know, once a month with yeah, it seemed considered did seem clear and helpful.

5:44  
There was nothing I didn't understand there or nothing that would be beyond most people.

5:51  
I would be able to follow the steps there shouldn't be any potential barriers of you know there's enough will to do it enough yeah, which I believe there is like between the and the office team.

6:09  
So say say if you were to try and start on that tomorrow, is there anything say if I flick back there is there anything that you think might catch you?

6:17  
Well, you know, might have to buy an external hard drive.

6:20  
It's possible that we could do something cloud based which we have some aspect where we are changing our website.

6:31  
We're going with a a suite of packages under for possibly, potentially for everything we use.

6:41  
So we're, we're in between things at the moment.

6:43  
But yeah, like potentially we could, you know, find a cloud backup service and, you know, identifier critical data, data items on there.

6:58  
Yeah, we could.

6:59  
You could really put it up tomorrow.

7:01  
Yeah.

7:03  
So who and yeah.

7:06  
Is there anything that you would suggest that we could do to improve those actions?

7:11  
Is there anything we missed there or anything that's kind of unclear with us?

7:14  
Nothing that jumped out at me.

7:20  
It made sense to me.

7:21  
I don't think it was yeah.

7:24  
The language is simple and understandable for, you know, most people working with with a computer in this day and age.

7:33  
So, yeah, great.

7:39  
Cool.

7:40  
So I guess we can move on to the the next piece of advice there.

7:44  
So.

7:44  
So that's action 2 was to provide regular side security training.

7:49  
So again, just have a read of this yourself and we can talk about it after that.

8:22  
OK.

8:31  
It seems reasonable whoso should.

8:35  
We might work down through those questions again.

8:38  
So in general, how do you feel about the advice?

8:42  
Yeah, it's appropriate.

8:44  
Yeah.

8:45  
You know, it's it's the same way we do fire safety so the place doesn't burn down.

8:48  
And, you know, we have no jobs.

8:50  
So you should also be looking at cyber security.

8:54  
You know, it should just be one of those things that, you know, as part of the training and safety of any company.

9:04  
There wasn't anything complicated there.

9:08  
Yeah.

9:09  
Simple steps maybe could put links to some of the free resources available or things that might be there.

9:20  
Yeah.

9:21  
Yeah, that might be the only thing.

9:24  
There was mention of them, but yeah, you know, and yeah, I suppose maybe information on whether, you know, it would be better to go with a third party training provider or would it be?

9:37  
I think it probably might be anyway, rather than me trying to present or someone else trying to present something to the staff, they might listen to them.

9:46  
Yeah.

9:48  
So, yeah, I'll have to so that it's, it's kind of clear and the the steps are clear and helpful.

9:55  
Yeah, yeah.

9:59  
And so then say if you were, I'm just kind of looking at the potential barriers question here.

10:05  
So yeah, again, I suppose say if you want today, get a training day set up for next month.

10:12  
Yeah, Yeah.

10:14  
Is there anything I don't know?

10:15  
Yeah.

10:15  
What would you be looking at in terms of costs?

10:18  
What are you maybe 6700 euro or something perhaps for AI don't know is that is that is that something you would know about?

10:25  
You know, what would it cost for someone to I I don't but it yet yeah, it's it's probably that sort of kind of money, right.

10:36  
I'd imagine I've, I'm thinking about the guy that came to do have the fire fire demonstration or whatever was something similar to that.

10:45  
So I was just, you know, kind of figure I was thinking of which, you know, as a as a small amount of money.

10:51  
Consider, I know, you know, Touchwood, we've been lucky, but not just, you know, that could that could change in the next moment.

10:58  
You know, something funny could have an an e-mail could come in that, you know, you can't depend on everyone.

11:05  
And even though we're all aware of things, sometimes you're less on your guard than you would be at other times.

11:13  
And, you know, I guess that's how it works.

11:15  
It's a numbers game for these people and catch you off guard.

11:19  
And yeah, next thing you've got some malware in your system or on your server.

11:24  
So that's it exactly.

11:26  
And I suppose you're you're suggesting one suggestion there anyway that we'd kind of include links to the the training resources.

11:34  
Resources.

11:35  
Yeah, yeah.

11:41  
You know, I don't know is there, you know, if you if you had a kind of a news, you know, like about, you know, mentioning incidents.

11:52  
I know you probably can't mention specific people, but you know, and it's maybe something that isn't reported a lot and news unless it's a really big thing like, you know, the HSE getting hacked or ransomware stuff.

12:06  
But you had to raise the kind of the kind of crime that is happening to small businesses and, you know, maybe examples of that or, you know, even if they're not recent things or, you know, anything within doesn't have to be local either.

12:20  
But it'd be interesting just to have, you know, 3 examples of the kind of thing that can't happen.

12:29  
Yeah.

12:32  
And did you mean that kind of in more generally like as a service that might be there that like you kind of alerts would pop up to tell you all this kind of cyber incident happened this week?

12:43  
Kind of Yeah, that that that would be something.

12:46  
And yeah, as well.

12:48  
There are just just, you know, in terms of knowing about.

12:50  
And the Third Point, you know, that raising awareness and, you know, discussing cyber incidents that have occurred locally are being reported in the news.

12:59  
Yeah, I, I can't think of a, of a strong specific one that would, you know, I get you.

13:07  
I know what you mean.

13:07  
Yeah.

13:08  
Yeah.

13:09  
I can only think of, you know, big things really that, you know, people would think, oh, yeah.

13:15  
Well, you know, nobody's going to come, come for us or whatever, you know, or something that might be more applicable and might hit home a bit more and, you know, create more engagement with the topic, with the staff.

13:29  
So, yeah, no, that's a good idea.

13:33  
Cool.

13:34  
So we got to the third action here to suggest it.

13:38  
So that's to ensure that your website's backed up.

13:41  
You can have a read of that there.

13:45  
I think we're still on action two.

13:49  
OK, Is that action 2 for everybody there?

13:53  
I'm looking at 3:00, so I see 3.

14:00  
There you go.

14:00  
I think I, I think I knocked the button there and I knocked the backwards right.

14:04  
There we go #3 OK, OK, OK.

14:27  
Well, as I say, we're potentially switching websites, but I'll be sitting down with the, the MD and looking through some of these things.

14:40  
And especially at this time when we're, we're changing things up that, you know, it can be a time to bring in Good Housekeeping and good security practices and make them part of the, of the new system.

14:56  
So I can feel and we will be backed up to an extent, but that was something we were discussing with the company.

15:07  
Do you know Odoo?

15:10  
I don't actually.

15:10  
How do you spell that name?

15:12  
ODOO, they do an entire suite of stuff.

15:18  
You know, they could have, they give something to replace the accounts package.

15:22  
They could have clocking in stuff.

15:24  
They have something that can replace Shopify.

15:29  
I don't know if they developed that maybe for a government body or something.

15:32  
But all these things work together and a lot of our costs seem to be getting different pieces of software to talk to each other and shipping and stock control and website and stuff.

15:46  
So anyway, it seemed quite yeah, we've decided to go with them because it's a bit of a cobbled together thing.

15:54  
I think it'll save us money in the end and hopefully work a bit sweeter.

15:58  
So they have a certain amount of backup, but good to just yeah, one click restore functionality.

16:06  
Is that literally something where you know, if something's happened to your website, you can you can just switch to a fresh model of it or something like that?

16:18  
Yeah, it's, it's, I suppose kind of it's a backup system that's fairly well integrated with whatever your web hosting is.

16:27  
So that like sometimes if you restored your backups, you might have to get somebody to go in and kind of update some configuration files and you switch things over fully.

16:37  
But if you, there's some people will kind of, they'll market this kind of sort of functionality and it's just handy, you know what I mean?

16:45  
They're kind of, they'll stand over at that.

16:47  
There's kind of no configuration to be done, you know, to get your stored website back up.

16:54  
Yeah, Yeah.

16:55  
I imagine not a cost, but yeah, that's something that, Yeah, something to balance out the cost of.

17:01  
Yeah.

17:02  
You know, being dying for a number of days and losing orders as opposed to.

17:07  
Yeah, OK, Yeah, that's kind of worth talking to whoever your hosting company is, because if the backup is fairly well integrated with your hosting, then it should be a little bit more seamless.

17:19  
Yeah.

17:20  
Good.

17:22  
So we might go down through those the questions again after here.

17:25  
So how do you feel about this advice?

17:29  
Yeah, perfectly reasonable.

17:33  
Seems seems clear, helpful.

17:36  
Yeah, yeah, yeah.

17:42  
It's a matter of yeah, looking at a few things.

17:44  
You're contacting our host there.

17:46  
Really.

17:46  
So, yeah, that's nothing too complicated about that.

17:52  
Yeah.

17:53  
There shouldn't be potential barriers.

17:55  
Someone should be able to, you know, and hopefully the hoster will help with that.

18:00  
And the Saudi company.

18:04  
Yeah.

18:04  
I don't think there's anything I could suggest to improve it necessarily.

18:10  
It speaks for itself, you know?

18:13  
Yeah.

18:13  
Like, I guess like one thing about that piece of advice is it's it's all very high level, you know, there's no kind of.

18:19  
Yeah, nitty gritty with it.

18:21  
So like is it, do you think it's better that it's like at that high level or would you prefer something that kind of I suppose gets kind of down to nitty gritty more or how do you feel about that?

18:34  
Hard to know.

18:35  
Yeah, once you step beyond that, you know, and it's something that you you really would be outsourcing, you know, it's something that unless you're built, you built your own website or very involved with it, that there's no point in probably going into a lot of detail.

18:50  
You know, it's something that you're want to contact the service provider and see is that something that can be done.

18:57  
And it's going to be something that's going to be an automated process.

19:01  
I imagine so.

19:04  
So yeah, I guess we're, we're kind of telling you what to do, not how to do it in this case.

19:09  
So, yeah, yeah.

19:10  
And I think that's reasonable.

19:14  
Great.

19:15  
So I suppose, yeah, just to kind of sum up overall.

19:18  
So do you think that these actions that we picked were kind of tailored to your business?

19:23  
Did it make sense from what you remember about doing the risk assessment and kind of what is going on with your own business?

19:29  
Yeah.

19:30  
You know, and I would agree that all of them should be, yeah, should be priorities.

19:35  
And yeah, I'd want that.

19:38  
Yeah.

19:38  
I want to run with us because yeah, I had been I found a little notebook from the from the course and I was like, yeah, I wonder how, how much we, you know, how have we done anything really?

19:49  
And then I just got the the action plan through you.

19:52  
So I was glad to see there was something there, you know, have these few things, you know, we yeah, I will certainly push and I'm sure there won't be any resistance from.

20:04  
Management in terms of implementing these things and just, you know, it's, it's just Good Housekeeping and it would be, you know, it would be negligent not to be implementing them.

20:15  
So yeah, great.

20:18  
And yeah, there's just another question there.

20:21  
Like is there anything you were surprised that didn't show up in your top three?

20:24  
Is there anything you'd kind of know about your business that we might have missed?

20:28  
I don't know.

20:29  
Do you have any other stuff that was, you know, like #4 #5 in terms of or did you just kind of assess the top three?

20:39  
That's as, that's as far as we went with this.

20:41  
Just getting through everybody, I'd say, you know, I, yeah, I can't.

20:48  
Yeah.

20:48  
I don't think like those are a lot of the main areas really like, yeah, like the training, the training provides, you know, focus on things to look out for on good practice and stuff like that.

21:08  
Then.

21:09  
Yeah, no, there wasn't.

21:11  
I wouldn't say there was a surprise in any of it there.

21:13  
No.

21:15  
Great.

21:16  
So I think we're nearly finished here.

21:18  
And before we finish up, we've just one really quick survey for you to do, so I'll dig up a link for that.

21:24  
And just while I'm looking for that, if there's any other just general questions or feedback you want to give us about the whole thing.

21:31  
And then just to let you know that we'll be hopefully going live at our website version of the risk assessment in a few weeks.

21:37  
So if you'd like, we can contact you too if you want to have a good go that for us.

21:42  
Yeah, Yeah, that's great.

21:44  
Yeah, congratulations.

21:46  
Great.

21:48  
Now let me just see, what did I do with this link?

21:58  
Yeah.

21:58  
Thanks, Miriam.

22:02  
And so is that gone in the chapter?

22:09  
Is there a child?

22:09  
I don't know.

22:10  
Oh, wait, hold on.

22:12  
I meant to be looking at child.

22:14  
No, I have it here for you.

22:15  
So.

22:17  
OK, Grant.

22:20  
And they fill that in live or?

22:23  
Well, it's.

22:23  
Yeah, you can.

22:24  
You can do it now.

22:25  
If it won't, it's only a handful of questions.

22:27  
You'll get through in a few seconds anyway.

22:29  
All right.

22:30  
Yeah.

22:30  
Yeah, that's grand.

22:32  
OK, sure.

22:34  
I'll do that once we finish up the call here anyway, so I'm something to use.

22:44  
OK, I'll send that back to you anyway.

22:48  
Is there anything else you wanted?

22:51  
No, just unless you were have to be talking to any of the other people who are at the workshop.

22:56  
You can tell them, tell them, give us a shout.

22:57  
They're kind of slots are filling up here now, so we're kind of trying to get it done by the end of next week.

23:01  
So it happened to be talking to anyone.

23:03  
Tell them give us a shout.

23:05  
I I don't think I I knew any other people there.

23:08  
Maybe the boss did a bit now that I'm as you can tell, I'm a blow in Philly, right.

23:12  
Well, I've been here for years now anyway, so we waste from down here, so you wouldn't be long getting to know a lot of people though.

23:19  
It's that kind of place as well.

23:21  
So anyway, but yeah, all right, well here.

23:25  
Thanks for your time guys.

23:26  
Best of luck on the website and yeah, we'll hopefully have a look at it there and you know, you get some test tested out there.

23:33  
But yeah, no, it's important stuff.

23:35  
Verify.

23:37  
That's great.

23:37  
Thanks a million, Tim.

23:38  
It's a big help for us anyway, No bother.

23:41  
Have a good and talk to you.

23:42  
Cheers.

23:43  
Good luck.

23:43  
Thank you so much, Teddy.

23:45  
Right.

23:48  
Make sure.