

PETER PONERT - THURSDAY, APRIL 27TH, 2023

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# Providing Business Actionable Insights & Dialoging Options

Cybersecurity Incident - Root Cause Analysis

Premium Home Lighting Case Study

Lighthouse Labs - Cybersecurity Bootcamp  
Presentation

Thursday, April 27th, 2023

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## Cybersecurity Incident Response Root Cause Analysis

**Providing Business Actionable  
Insights & Dialoging Options**





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PETER PONERT

## Aspiring Cybersecurity Professional

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- In the Toronto Area
- Software developer in past
- Have been responsible for maintaining a few websites
- Some engineering background
- Random facts about me:
  - figure skated for 10 years long ago
  - lived in Nairobi for a month
  - worked in a coffeeshop for 3 years

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**Thank You's  
Lighthouse Labs  
Fellow Classmates**

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# Crisis

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#### THE CALL

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# Start Here

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- On Call - Ask Right Questions
- Ask on Behalf
- Immediate Actions
- Be the Calm... Set the Pacing
- Preserve Evidence
- Their Reasoning / Suspicions
- Leave Questions Open Incase of Later Recall

Confidentiality

Availability

Integrity



USE THE SAME...

## Rosetta Stone

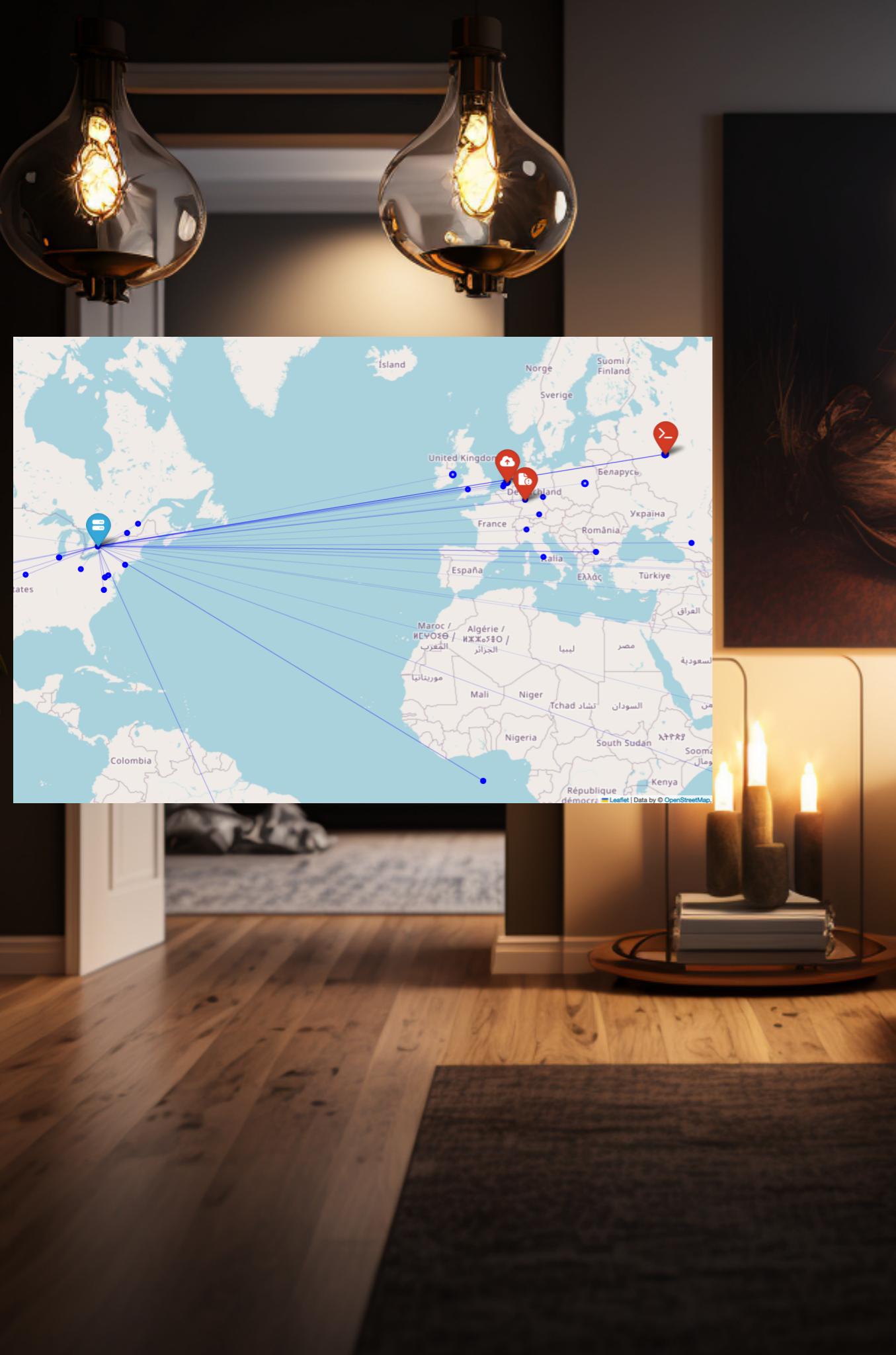
- Tech & Business terminology
- Get up to speed
- Business Concerns...



REMEMBER...

# Business Concerns

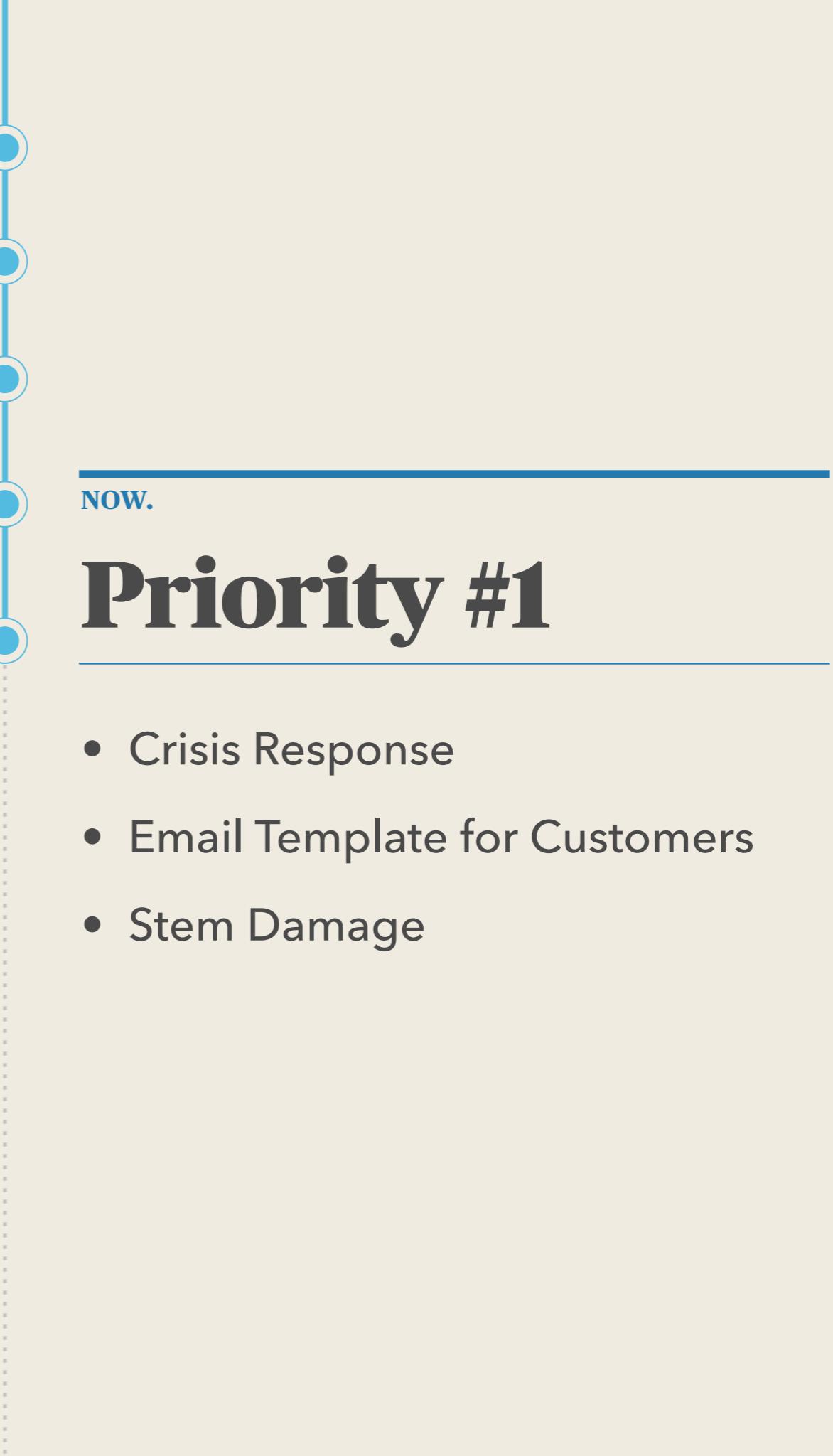
- Lead Generation & Top-Line
- Costs & Bottom-Line
- Options for Decision Makers
- Client Relationships / Team
- Business Plans
- Workflows
- Continuous Improvement



START THE...

# Conversation

- Ask Questions about Processes
- Story Telling
- Set stage - Impart Scope
- Ask What's Important



# Priority #1

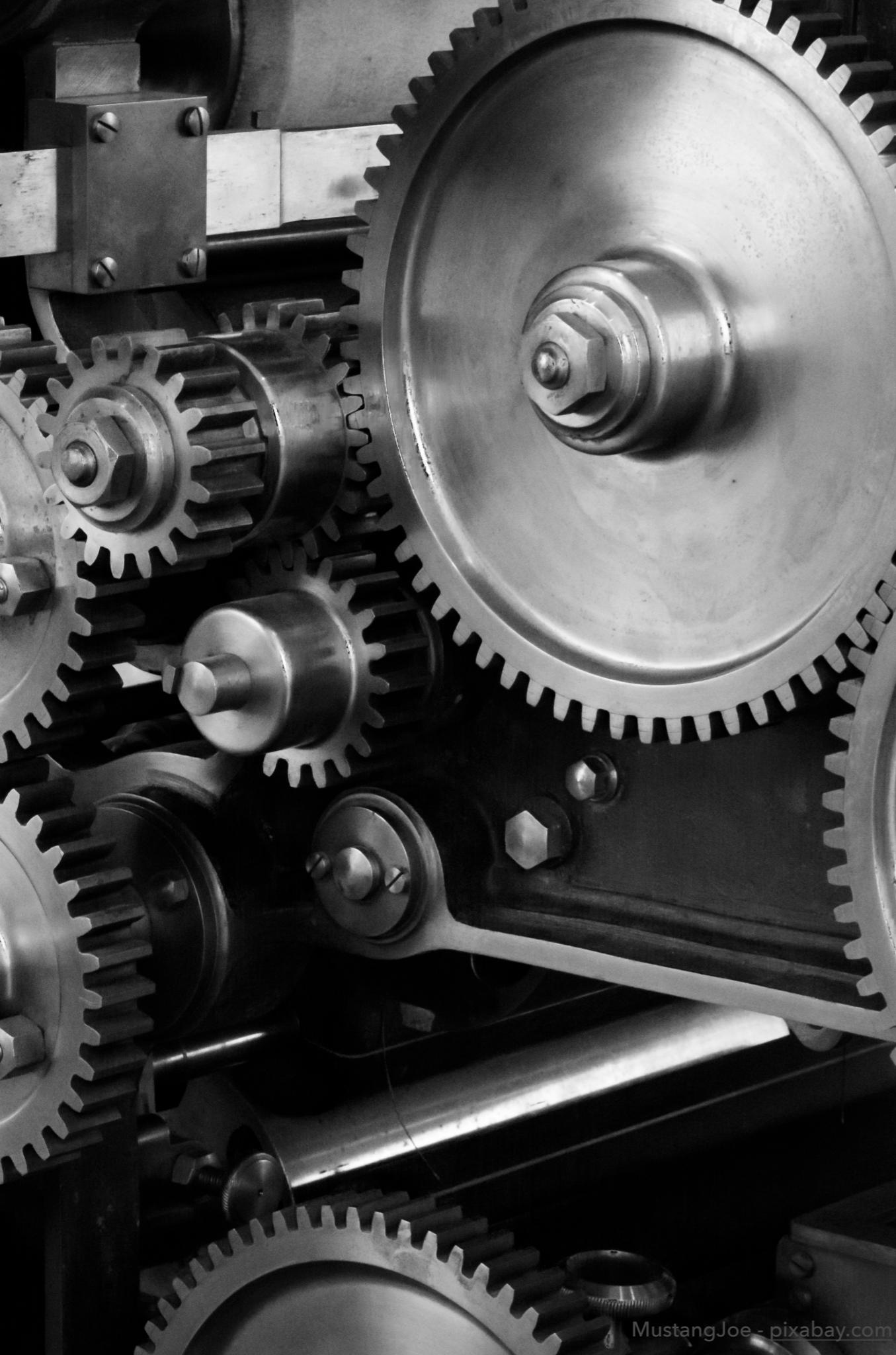
- Crisis Response
- Email Template for Customers
- Stem Damage



EXPLAIN THE...

# Responsibilities

- Laws & Regulations
- Historical Peer / Industry Responses



KEEP THINGS...

## Moving

- Templates & Playbooks not to go by not scratch
- “Chesterton Fences”
- Fiscal Budget Timeline

A photograph showing several hikers with backpacks and trekking poles walking up a steep, rocky mountain slope. The terrain is uneven and covered in small rocks and sparse vegetation. In the background, more of the mountain range and a clear sky are visible.

**IN CRISIS MANAGEMENT,  
BE QUICK WITH THE FACTS,  
SLOW WITH THE BLAME**

LEONARD SAFFIR  
PICTUREQUOTES .com

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ACKNOWLEDGE...

## Efforts

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- Network Captures
- Separate Payment Storage
- Stay Humble



IMPLEMENT...

## Next Steps

- Workflow Templates
- Mind what HAS worked & Reluctancy
- Instil Best Practices
- Risk Management in Calmer Situation
- Awareness / Follow-Up 
- Assign Direct Responsibilities
- Certification (CyberSecure Canada)



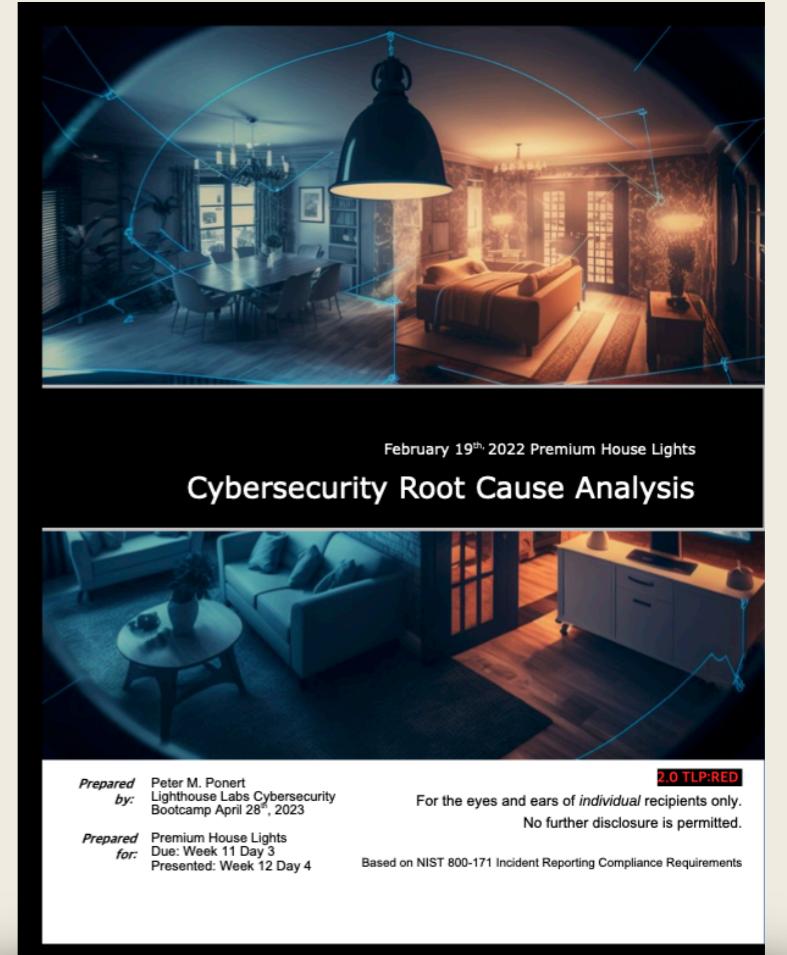
## The Real Problem



# Resolution

# Thank You ...always learning

Full technical analysis contained within the updated report:



## Attributions:

Images from Midjourney v5 & [pexels.com](https://pexels.com)

Maps created with Jupyter Lab ([ipinfo.io](https://ipinfo.io) API, Folium and OpenStreetMaps)

On GitHub ([github.com/peterponert/MappingServersJupyter](https://github.com/peterponert/MappingServersJupyter), [github.com/peterponert/WholsThis\\_](https://github.com/peterponert/WholsThis_))

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