HOW TO MITIGATE A CYBER ATTACK

NIST FRAMEWORK

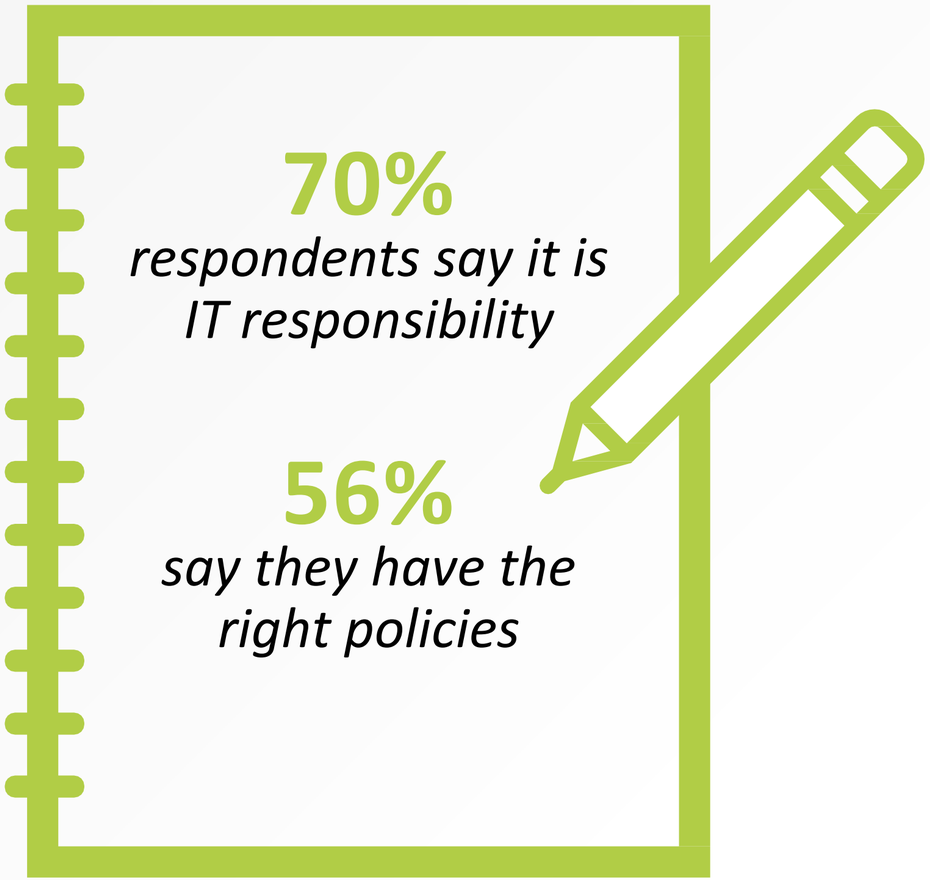
86% say they are doing enough to mitigate cyber attacks

CYBER SECURITY BRIEFING

TalkTalk Business

PLAN

- Identify the unifying principle
  - We must do everything we can to protect our customers/revenue/profit/reputation/service
- Identify your critical services
  - What events would cause me to take them down?
  - What can I live without, for how long?
  - Where are my key assets?
- Practice



CYBER SECURITY BRIEFING

TalkTalk Business

DEFEND

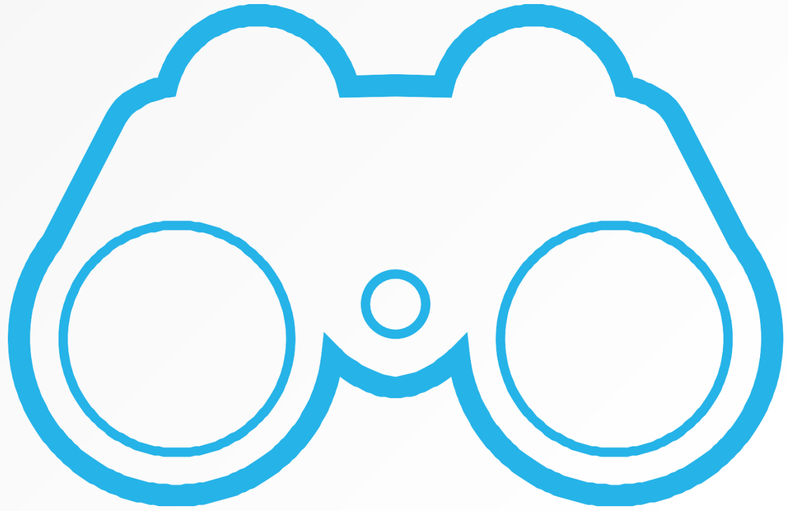
- Use a risk based approach to protect the crown jewels
- Be clear what you are defending against (availability, loss of data, reputation/brand)
- Understand the potential vulnerabilities; users, third parties, systems
- Maintain assurance that controls are effective
- Adequacy of assurance plans

CYBER SECURITY BRIEFING

TalkTalk Business

DETECT

- Monitoring requirements based on assets and threats
- Alerting processes integrated with Incident Management
- Capture data that will help with diagnosis/problem determination
- Correlation and analysis of capabilities
- Incident processes

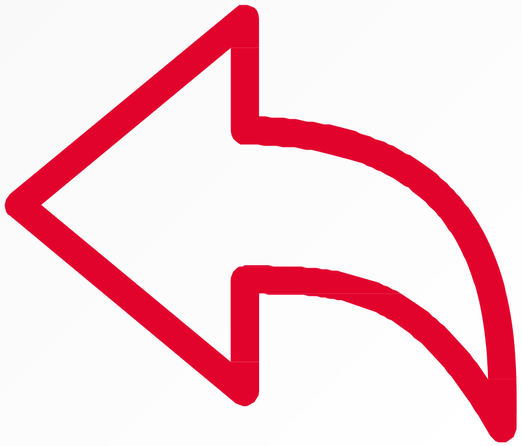


CYBER SECURITY BRIEFING

TalkTalk Business

RESPOND

- Escalation
  - Manage – clear lead for all activities, decision making and resource allocation
  - Framework – response plan but be flexible
  - Customers
  - Reporting – hourly, daily updates
  - Communication – media, legal, enforcement, regulator
  - Internal – staff, Partners, call centres, tech etc.
- Confidence in activities
- Technical capabilities needed/available
- Emergency change processes
- Collateral impacts
- Forensics



CYBER SECURITY BRIEFING

TalkTalk Business

RECOVER

- Test
- Remediate
- Test again
- Go-live checklists
  - Rigorous approvals at Exec level
- Intensive care for systems
  - Checking the pulse
- Customer care
- Improve monitoring defence

CYBER SECURITY BRIEFING

TalkTalk Business

SUMMARY

PLAN

Plan and practice

DEFEND

Check defenses
- natural order is disorder

DETECT

How will you know if you are attacked

RESPOND

Make people aware of what to do, get experts to help

RECOVER

Manage customers…

Improve

CYBER SECURITY BRIEFING

TalkTalk Business