Cyber Incident Case Study

Western Sydney University

Introduction

"There are only two different types of companies in the world: those that have been breached and know it and those that have been breached and don't know it." – Ted Schlein
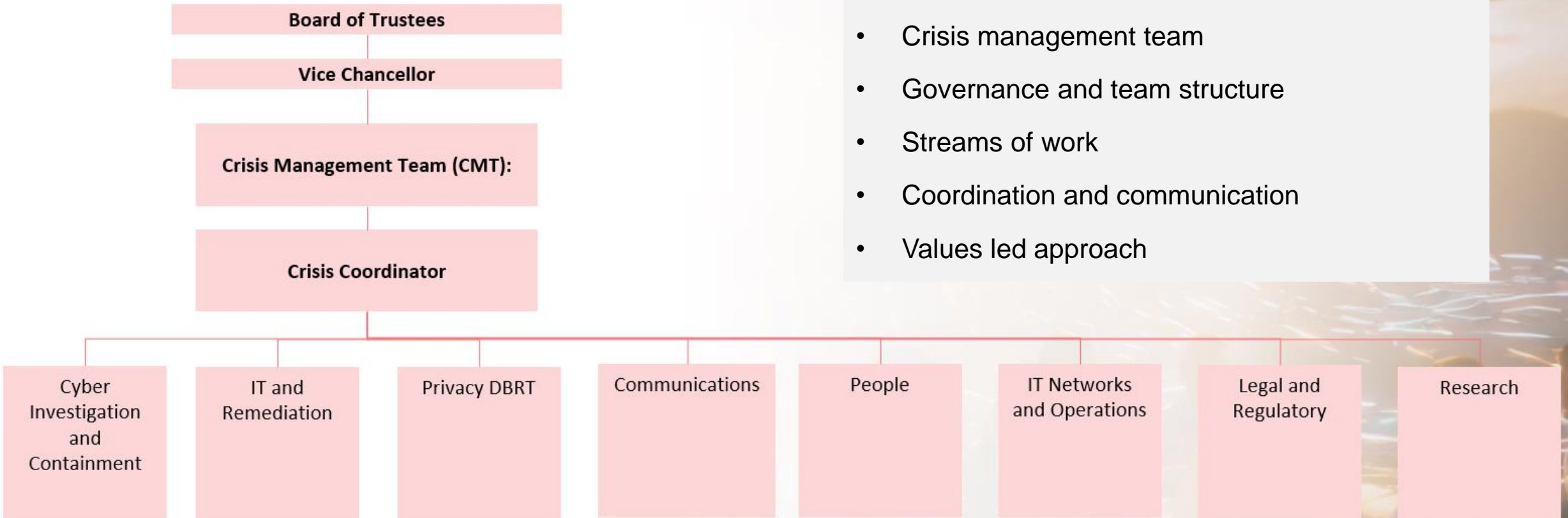
**Background
and context**

Structure

The Organisational response

- Crisis management team
- Governance and team structure
- Streams of work
- Coordination and communication
- Values led approach

What's it really like to live and work through a cyber crisis?

"We haven't got time to stop for directions - we're late already."

Insights and observations:

- Confidentiality

- Communication

- Preparedness

- Financial tracking and record keeping

- Regulator and authority engagement

"If you don't know where you're going, any road will take you there"

What are some of the "hidden gems" or things that we actually did really well?

"People are more easily led than driven"

What are some things we didn't do as well as we'd like

What are our priorities now?

- Recovery – the people side, and the systems and security aspects

- The longer-term impact will take months to subside

- Risk appetite is different after a breach

"Nothing will ever be attempted if all possible objections must first be overcome."

What's something that might be a lesson for all of us?

"At this point, even our fridge is asking us to reset our password."

Conclusion – key take aways

- Learn from others

- Keep your house in order

- It's an "all in" experience

"Hackers work from home too… unfortunately, they're working on us."

Questions and discussion

"Before I refuse to take your questions, I have an opening statement" – Ronald Reagan