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The Next Pandemic

Lessons Learned from COVID-19 and how to be Prepared for the Next Disruptor

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Today's Speaker

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Mark brings over 25 years of extensive information security and information technology experience in a wide range of industries and institutions.

Mark holds an MS-ISA (Masters Information Security and Assurance), numerous security and technical certifications (CISSP, CEH, CHFI, Security +, Network+).

Mark is an expert in understanding and the interpretation of FedRAMP, HIPAA and PCI-DSS compliance requirements. Mark is an active member of ISC2, ASIS International, COMPTIA, IAPP, and ISACA, among other leading national and international security organizations.
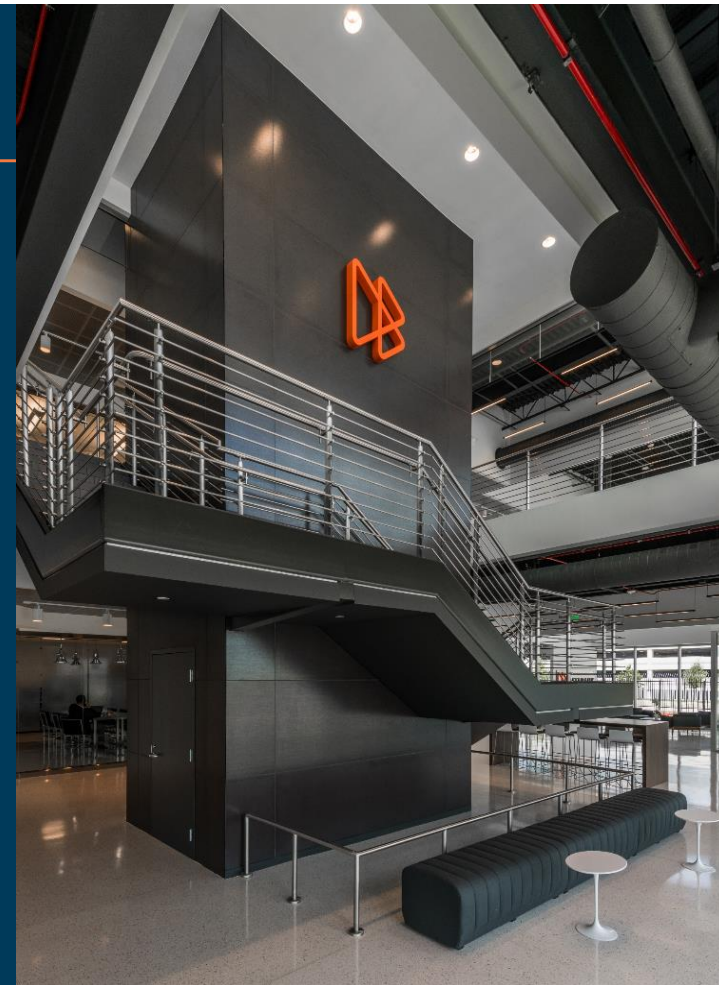
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Agenda

- What exactly is a Pandemic.

- The DataBank COVID-19 Story

- How will you identify the Next Pandemic?

- What do you need to do to prepare?

- When should you activate your plan?

- What should the first few weeks "under siege" look like?

- What are the long-term impacts of staying in a Continuity of Operations state?

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What Exactly is a Pandemic

- Understanding the definitions to key terms is critical to responding correctly. To understand a pandemic, we have to understand an epidemic –

- Epidemic –
Is the occurrence in a community or region of cases of an illness, specific health-related behavior, or other health-related events clearly in excess of normal expectancy.

- A pandemic is "an epidemic occurring worldwide, or over a very wide area, crossing international boundaries and usually affecting a large number of people".[2]

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The DataBank Covid-19 Story

- Late December and early January, Intelligence data from WHO and Infragard started showing an epidemic of significant magnitude occurring in Wuhan, China.

- Developed our COVID-19 specific Pandemic plan (late January/February) with the first confirmed US case.

- Talked to a family that had come back (evacuated) from Wuhan (February)

- Presented plan to executive team (February 20)

- Pandemic plan executed on March 5
  - Travel cessation
  - Stress tested VPN and other work from home tools

- Company went into to work from home status March 15

- We remain in a Continuity of Operations State today

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How Will You Identify the Next Pandemic?

- Assign a person within your organization that has accountability and responsibility for monitoring and reporting.
  - Typically the person in charge of business continuity or disaster recovery

- Situational awareness is imperative.
  - Monitor the CDC, WHO and other respectable and viable intelligence sources
    https://www.who.int/csr/don/en/
    https://emergency.cdc.gov/recentincidents/
  - Monitor verifiable law enforcement communications (FBI Infragard, DHS information etc.) for direct and indirect impacts
  - Monitor reputable news source (requires significant corroboration)

- Monitor epidemic situations and conduct a risk assessment.
  - Likelihood + Impact = Risk
  - The earlier the better

Disease outbreak news

Ebola virus disease – Democratic Republic of the Congo
3 September 2020

Circulating vaccine-derived poliovirus type 2 – Sudan
1 September 2020

Yellow fever – French Guiana, France
1 August 2020

Plague – Democratic Republic of the Congo
23 July 2020

Influenza A(H1N2) variant virus – Brazil
9 July 2020

— All disease outbreak news

Emergencies and outbreaks

What do you need to do to prepare?

- Every organization needs to have a generic Pandemic plan.

- What does the plan do for me?
  - In a time of calm outlines the roles and responsibilities of accountable individuals
  - Defines where to look (the intelligence sources) that will provide the baseline information
  - Determines actions that maybe taken to prepare and stock
  - Aligns communications

- What does an event specific plan look like?
  - Event specific plan
  - Consistently updated through the lifecycle
  - Distributed widely

Overview

The template consists of 8 sections which include:

I. 2019 Novel Coronavirus Update

II. Decision Making Structure

III. Situational Awareness

IV. Points of Contact

V. Internal Staff

VI. Supplies/Equipment

VII. Employee Travel

VIII. Communications/ Training?

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When should you activate your plan?

- It is like the story of Goldi Locks and the Three Bears:
  - What happens if you are too early?
    - Alarmist, overconcerned, over-reacting
    - potential for loss of revenue or other negative business impact

  - What happens if you are too late?
    - Health and safety of persons and customers are at risk
    - Potential for revenue loss and business disruption
    - Loss of reputation

- How do we get to that "Just Right" state
  - Don't overreact
  - Risk assessment
  - Be data centered and use reliable sources (yes, your college requirements to cite sources can be used in real life)
 - Make the call!

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What should the first few weeks "under siege" look like?

- Without the plan…
  - Employees will do what they want, or be afraid to do what they need to do
  - Technology support will be chaotic and frustrating
  - Tempers may rise
  - Customers will not know what to do

- With the plan…
  - You are still open for business with alternative means of delivery
  - Employees understand their role and their status
  - Technology is usable and scalable to meet the organization needs
  - Teams work collaboratively and pull in one direction

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Overcoming the long-term impacts of staying in a CoOP state?

- Mental-health of the employees
  - Some people require togetherness to work effectively
  - Some people use the office to get away from home and detrimental situations that exist there
  - Some people are embarrassed, or unwilling to expose their home surroundings

- Team cohesiveness will be a challenge
  - Set aside team and organization times to connect
  - Encourage management team members to stay in frequent contact with their people
  - Spend time training people how to work together remotely
  - Encourage people to have daily "water cooler" time
  - Use informal instant message channels

TEAM WORK

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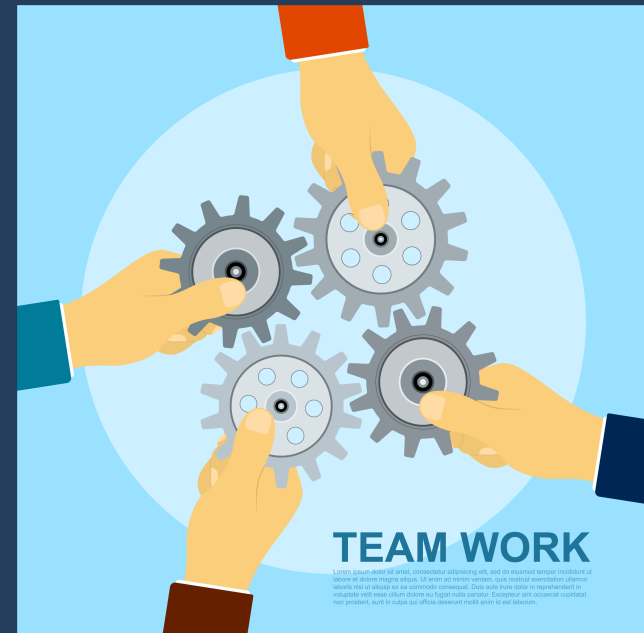
Overcoming the long-term impacts of staying in a CoOP state?

- Customers may become out of sight, out of mind
  - Much like team efforts, it will take effort to retain customers
  - Meet on MBR's or QBR's

- Facilities should be maintained
  - Facility routine cleaning
  - Have a "sanitization plan" in case a person enters the facility with the illness

- Leadership Challenges
  - Communication from leadership is essential
    - Townhalls / Zoom calls
    - HR reaches out to individuals
    - Managers talk and spend time with their team members, not just on work items.
    - Do 'drive by's'

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Thank You!
Questions?

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