



Course material

Course:

Understanding the digital supply chain and its stakes for humanitarian actors

Video:

7.2.1 Cyberresilience - Cyber Incidents vs Crisis

Concepts (extracted from automatically generated subtitles):

Cyber crisis. Cyber incident. Topic of crisis management. First word. Use of the word crisis. Organisational crisis. Chief information security officer. Words. Incident team. Cases panic. Technical problems. Case. Responses. Cyber topic. Fact.



[to video sequence search](#)

(within Understanding the digital supply chain and its stakes for humanitarian actors.)



[to video](#)

Center for Digital Education. More educational support material here:

<https://www.epfl.ch/education/educational-initiatives/cede/educational-technologies-gallery/boocs-en/>

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LEADERSHIP IN CYBERSECURITY

HANDLING A SECURITY CRISIS

Cyber Incidents Vs Crisis

Paul Hume,
Chief Information Security Officer (CISO), ICRC



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notes

summary

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Cyber incidents vs. Crisis



Hi again, and in case you skipped ahead and missed the last module, my name is Paul Hume, and I'm the Chief Information Security Officer

notes

summary

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Cyber incidents vs. Crisis



for the International Committee of the Red Cross. I'm going to try to make things simple.

notes

summary

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Incident or Crisis?



Cyber Incident

A technical event triggering potential organizational impacts.



Organizational Crisis

Broader impact on reputation or operations. Measured differently for each organization.



Appropriate Response

Distinguish between technical incidents and organizational crises. Tailor communication and response accordingly.

Firstly, let me start by being controversial and say, there is no such thing as a cyber crisis.

notes

summary

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Incident or Crisis?



Cyber Incident

A technical event triggering potential organizational impacts.



Organizational Crisis

Broader impact on reputation or operations. Measured differently for each organization.



Appropriate Response

Distinguish between technical incidents and organizational crises. Tailor communication and response accordingly.

A cyber incident may lead to an organisational crisis, but a cyber incident is not a crisis in isolation.

notes

summary

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Incident or Crisis?



Cyber Incident

A technical event triggering potential organizational impacts.



Organizational Crisis

Broader impact on reputation or operations. Measured differently for each organization.



Appropriate Response

Distinguish between technical incidents and organizational crises. Tailor communication and response accordingly.

An organisational crisis will be measured differently by every organisation, but it will generally be around a reputational or operational impact. The cyber incident is just a trigger that one among many could cause these impacts.

notes

summary

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Incident or Crisis?



Cyber Incident

A technical event triggering potential organizational impacts.



Organizational Crisis

Broader impact on reputation or operations. Measured differently for each organization.



Appropriate Response

Distinguish between technical incidents and organizational crises. Tailor communication and response accordingly.

Why is it important to understand the difference? Words drive responses, and the fact is that the first word you use

notes

summary

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Incident or Crisis?



Cyber Incident

A technical event triggering potential organizational impacts.



Organizational Crisis

Broader impact on reputation or operations. Measured differently for each organization.



Appropriate Response

Distinguish between technical incidents and organizational crises. Tailor communication and response accordingly.

to describe an event, will influence the response long after it is downgraded.

notes

summary

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Cyber incidents vs. Crisis



To give you an example, I was once involved in an incident that was classified initially, as a homicide or murder. Even after it was found to be something else,

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Cyber incidents vs. Crisis



we as the executive in the organisation, the family involved and our stakeholders, continued to treat it as a homicide long after the media stopped reporting on it.

notes

summary

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Cyber incidents vs. Crisis



Similarly, the use of the word crisis, can cause people, both within the incident team and stakeholders, to behave less rationally and in some cases panic

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summary

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Cyber incidents vs. Crisis



and intervene or interfere more frequently than is useful in responding to the technical problems that the incident presents. This effect is particularly unhelpful when dealing with a cyber incident,

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summary

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Cyber incidents vs. Crisis




as it needs to be managed in a methodical, focused and very rapid manner. The topic of crisis management is not a cyber topic, as it should be led by your organisation's executive,

notes

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and is fundamentally an operational response.

[illegible]

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