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Cybersecurity Communication Strategies for Regulators

November 4, 2020

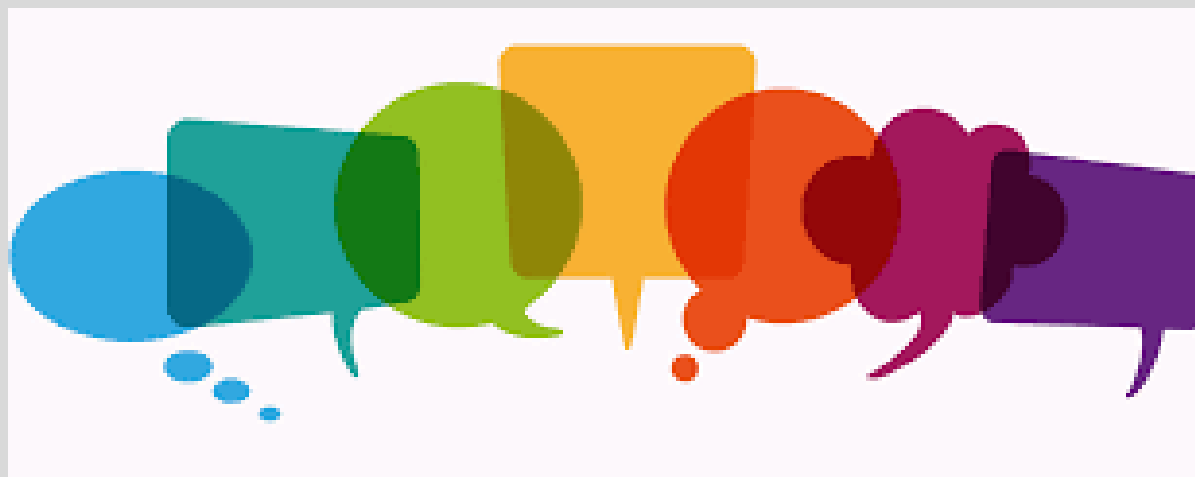
Ann Rendahl, Commissioner

Washington Utilities and Transportation Commission



Agenda

- Develop a Workplan
- Communicate with Utilities
- Communicate with External Partners
- Develop a Crisis Communication Plan





Develop a Workplan

- Identify goals, staffing
- Training
- Outreach plan
- Crisis Communications Plan



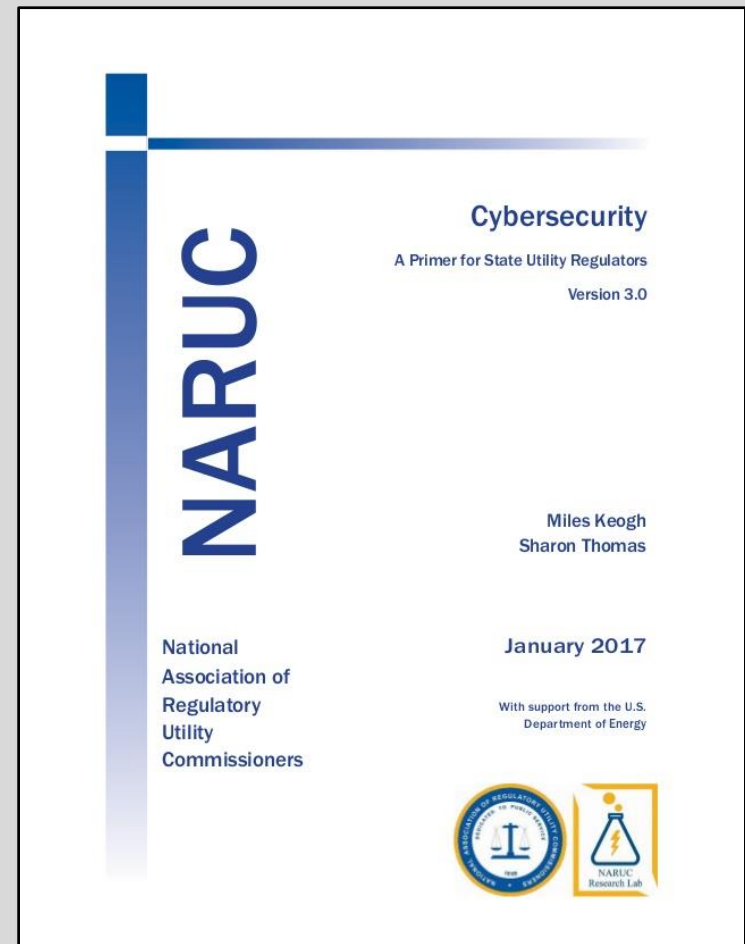


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Communicate with Utilities

- NARUC Guidelines
- Annual meetings
- Maintain critical contacts
- Discuss standards, maturity models
- Identify issues





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Communicate with Partners

- Identify cybersecurity partners
- Convene meetings
- Clarify roles and responsibilities
- Join in exercises and table tops
- Maintain communications





Develop a Crisis Communication Plan

- Prepare for the event
- Identify staff lead
- Identify and maintain contacts
- Identify priority of communication
- Practice the plan





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Questions?

