



Communication Strategies Before, During and After Cyber Attacks

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FROM THE AMERICAN PEOPLE



About me

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Working at Florida Municipal Power Agency for 24+ years in IT & OT roles



Oversee both ICS/OT and corporate IT systems



IT & OT background, focus on cybersecurity



Member of previous NERC CIPC (Critical Infrastructure Protection Committee)



Chair of the Cyber Mutual Assistance Coordinator Committee

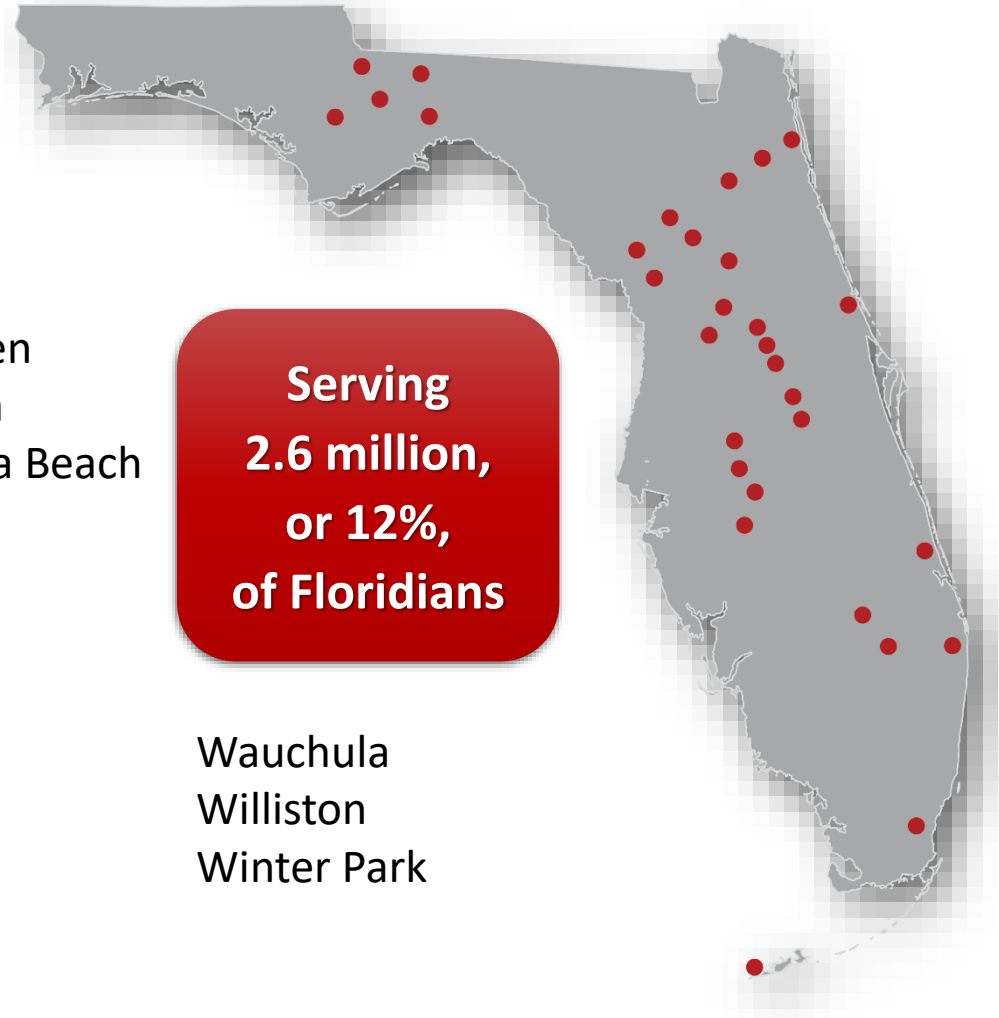


SME for many Public Power initiatives

31 Municipals Are Members of FMPA

Mission: Low-Cost, Clean and Reliable Power

- | | |
|--------------------|------------------|
| Alachua | Kissimmee |
| Bartow | Lake Worth |
| Blountstown | Lakeland |
| Bushnell | Leesburg |
| Chattahoochee | Moore Haven |
| Clewiston | Mount Dora |
| Fort Meade | New Smyrna Beach |
| Fort Pierce | Newberry |
| Gainesville | Ocala |
| Green Cove Springs | Orlando |
| Town of Havana | Quincy |
| Homestead | St. Cloud |
| Jacksonville Beach | Starke |
| Key West | Tallahassee |



Overview



Defining the environment of an event



Building your circles of trust



Preparing



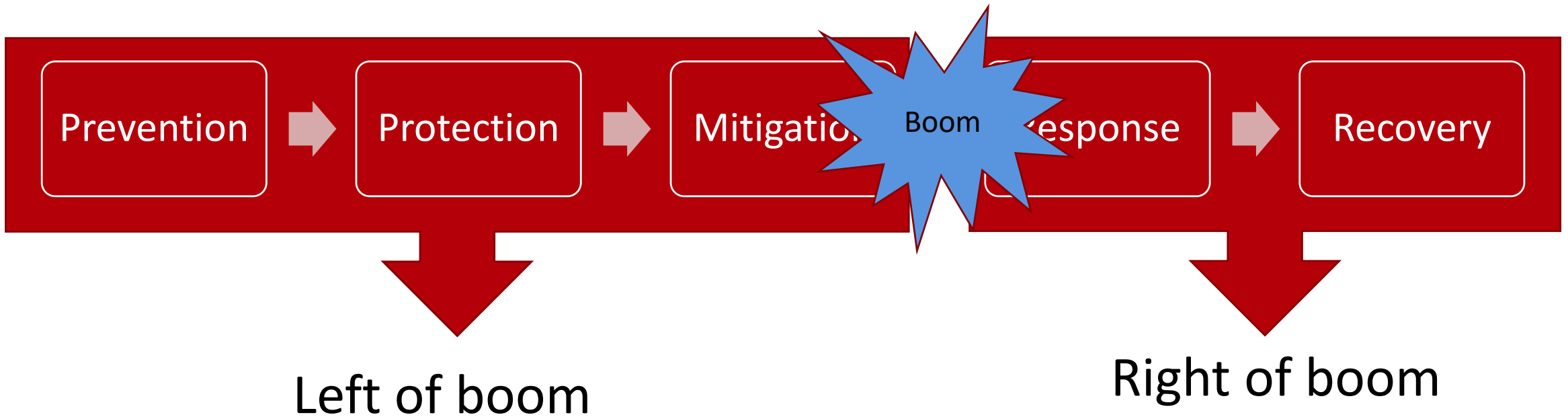
Exercising



Return to normal?

Defining the environment of an event

Preparedness Goal



Building your circles of trust

Organizations & groups to consider

- Get to know your ISACs
 - E-ISAC
 - MS-ISAC
 - DNG-ISAC
 - ONG-ISAC
 - WaterISAC
- Resource groups (Joint Action Agencies, Co-Ops, Trade Associations)
- Get to know your neighbors
- Cyber Mutual Assistance
- Local region cybersecurity groups
- Regional Reliability Coordinator groups
- Local law enforcement & FBI
- National Guard

Asking for help



TRADITIONAL MUTUAL
ASSISTANCE VS CYBER
MUTUAL ASSISTANCE



KNOWING WHEN TO
ENGAGE



PERFORM DRILLS TO
TEST ENGAGEMENTS
AND RELATIONSHIPS

Preparing



Do you have an incident response plan?



Have you exercised it?



Do the people on your plan know you're planning on calling them?



Do you have alternate communication means available?



Do you have alternate numbers for your contacts?

Exercising

- If you don't practice, you will not succeed
- Take advantage of larger organizational exercises:
 - NERC GridEx
 - CMA Exercises
 - Regional exercises
 - Other activities, such as RADICS
 - Make your own!

Return to normal?



AFTER AN EVENT, WHAT
DOES NORMAL LOOK LIKE?



TAKING ADVANTAGE OF
LESSONS LEARNED



KEEP THE CONVERSATION
GOING



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