



Responding to Attacks

What happens when it happens to you

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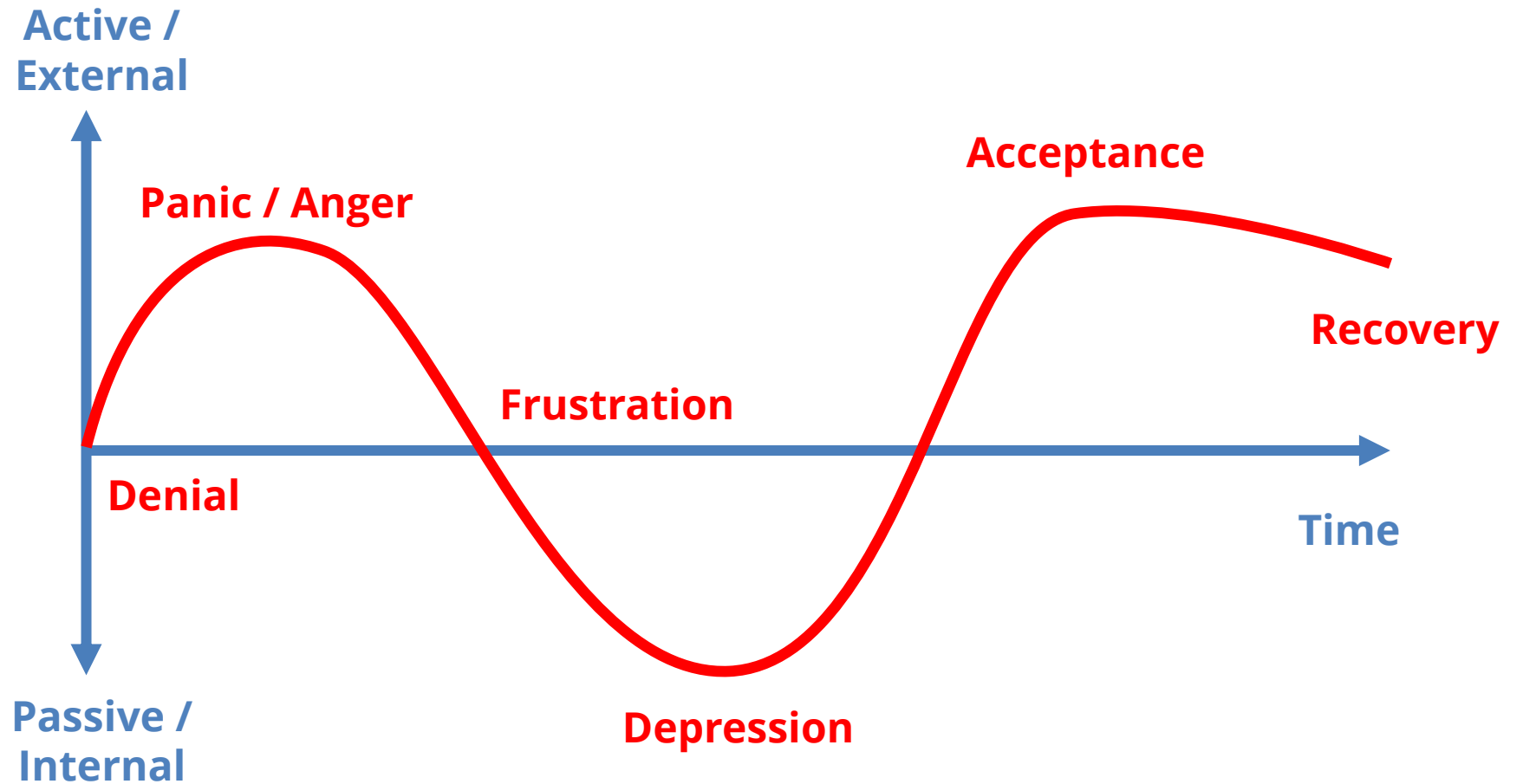
People

Process

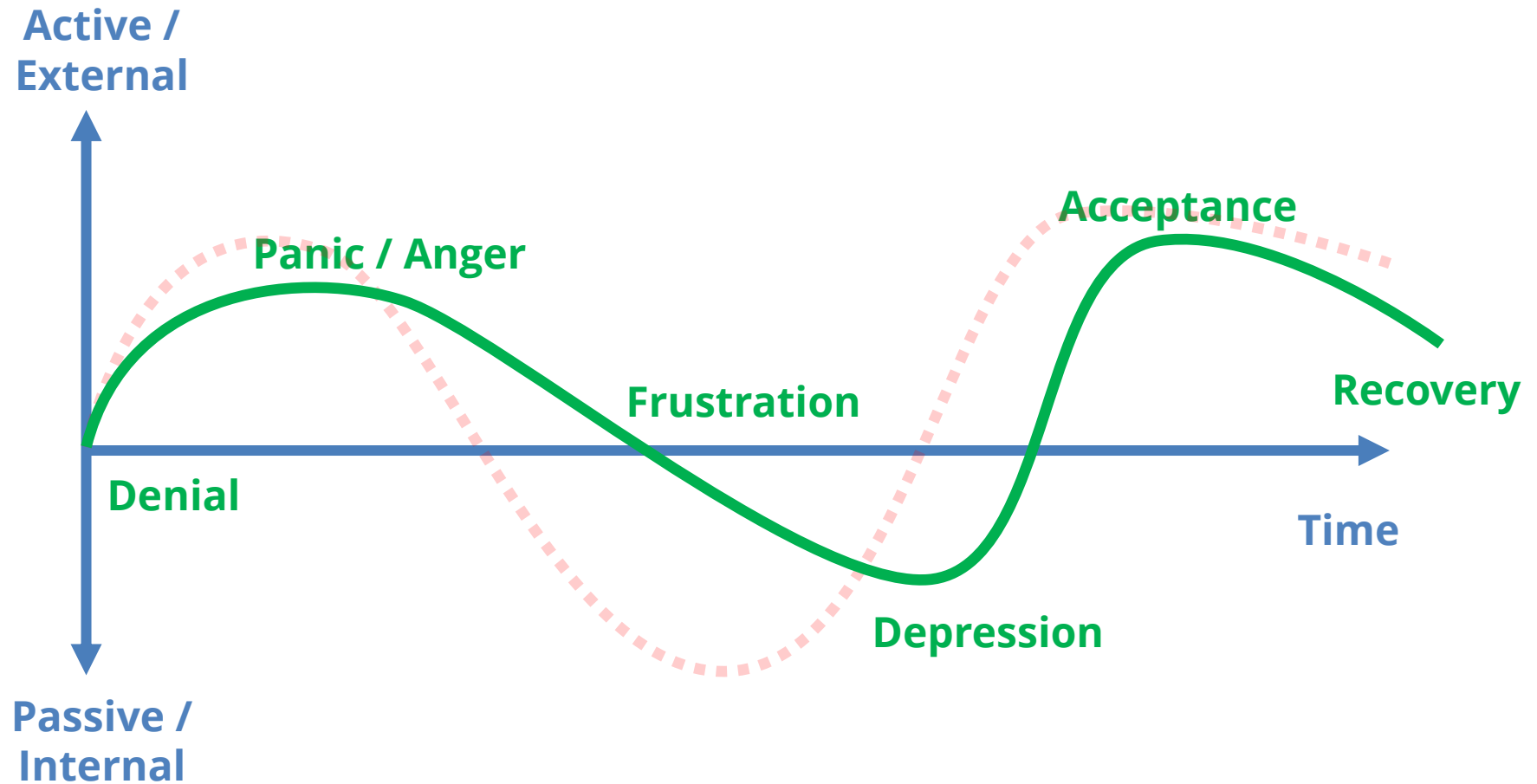
Technology



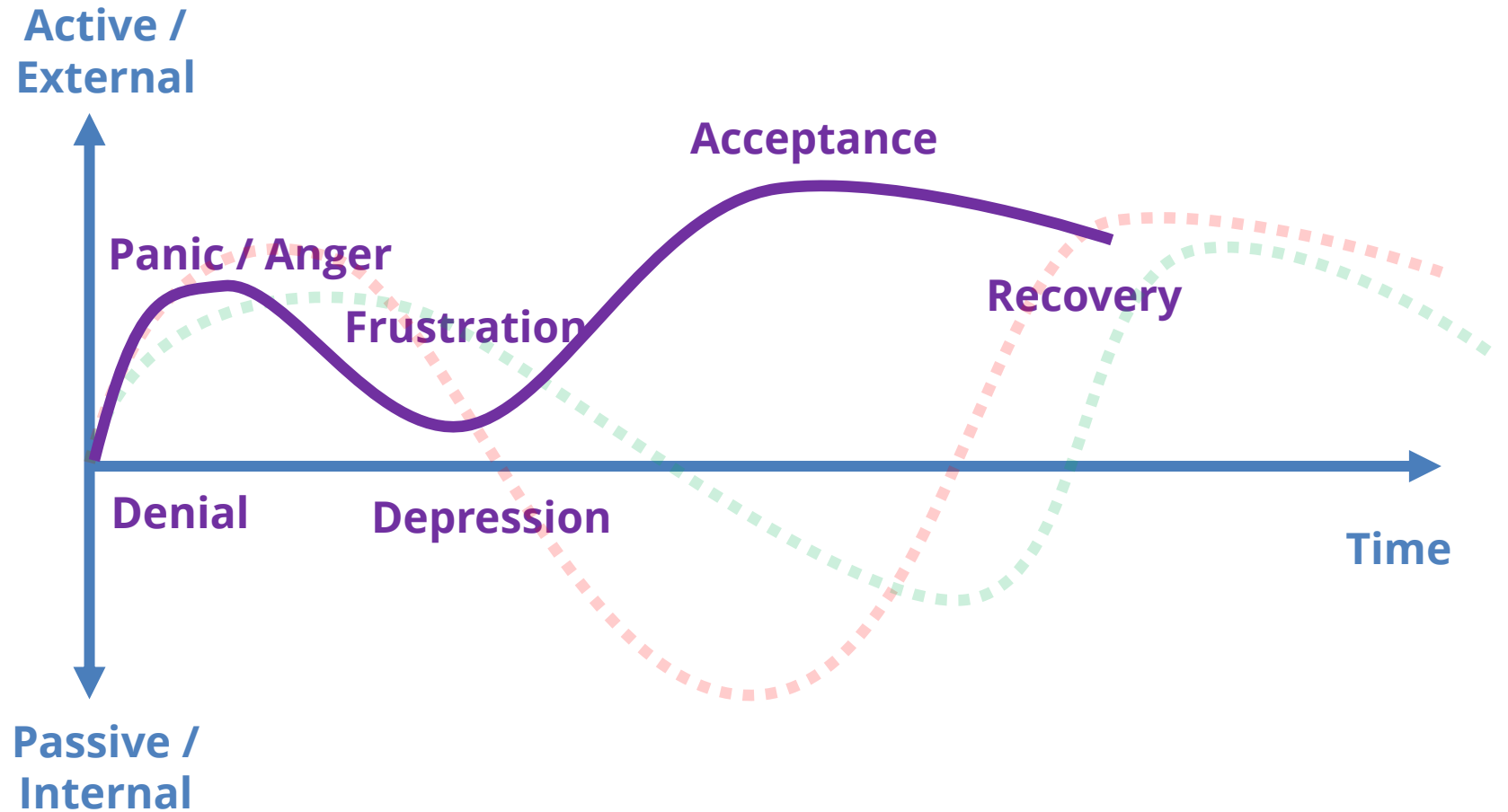
Elisabeth Kübler-Ross: Emotional Response



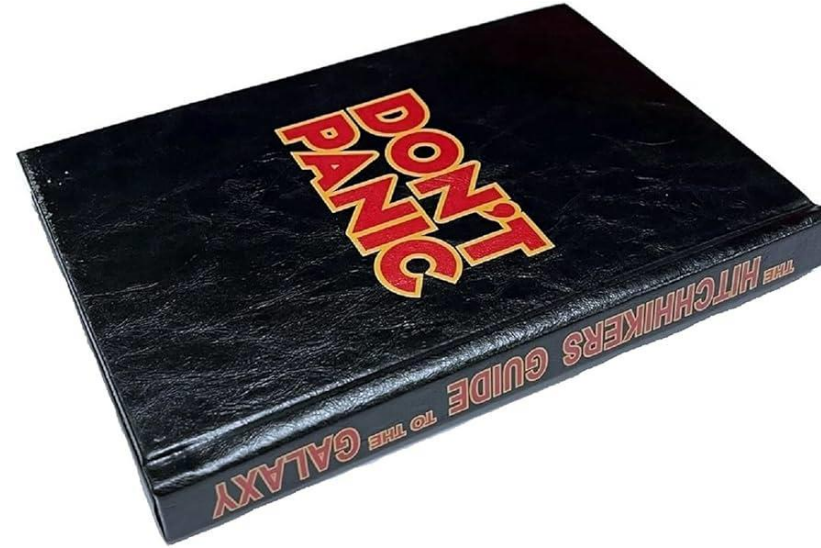
Varied Response



Preparation and Process



Managing the Panic Phase



Have your 'Hitchhiker's Guide'

- Internal notification IT security & leadership teams
- Isolation protocol
- Response plan, investigation, mitigation & recovery
- External notifications regulatory bodies and customers (if required)
- ISO, SOC, NIST programs

Managing the Frustration & Depression Phases



Assemble your 'Avengers', Avoid Inactivity

- Bring in experts as required
- Trust in response team
- Trust in response plan
- Keep informed, included and motivated

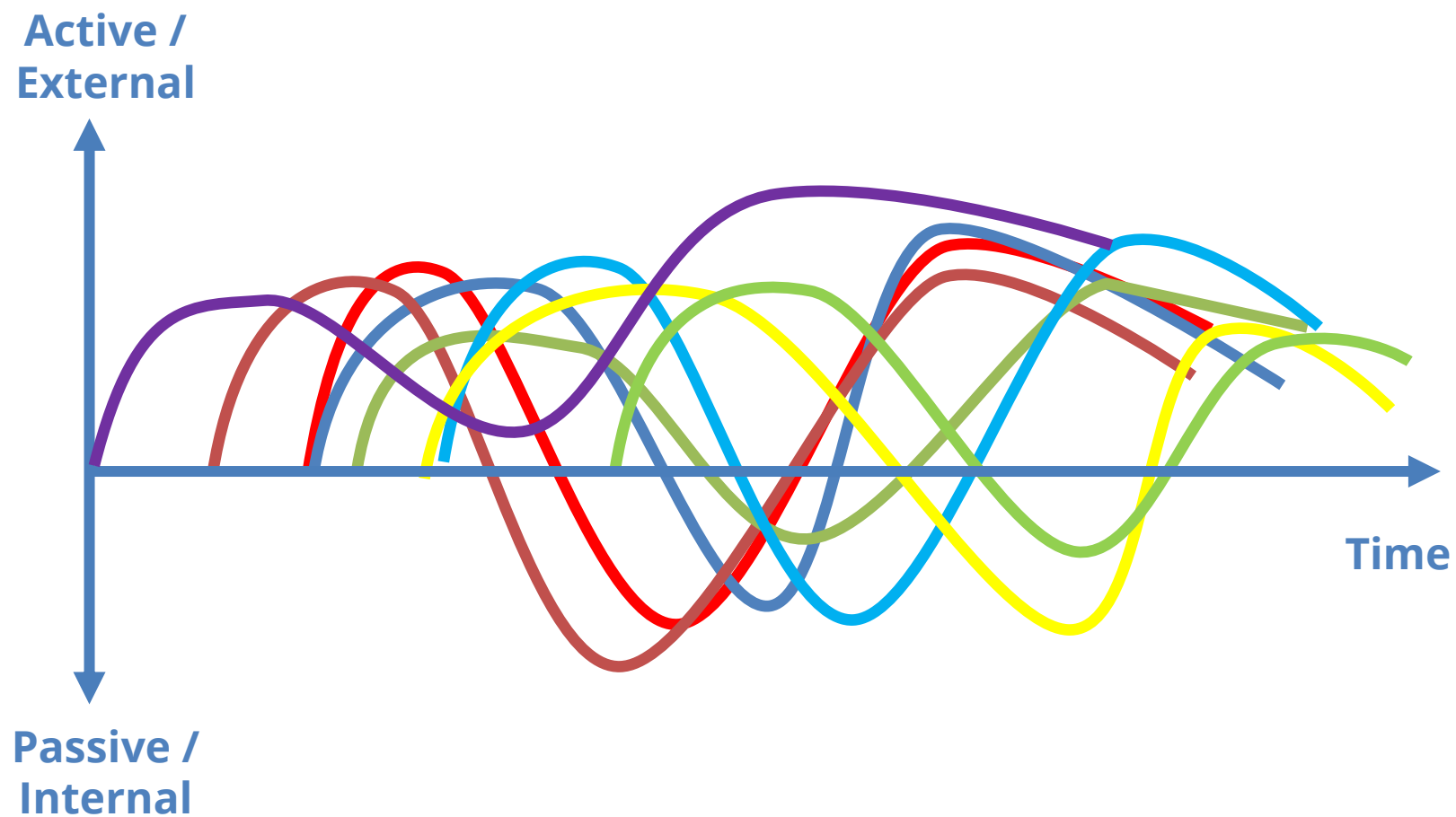
Managing Acceptance and Recovery Phases



Communicate, Communicate, Communicate

- Regular progress updates throughout investigation, mitigation & recovery
- Be open, frank and honest
- Expect different levels of understanding and response

Dissonance





Maintain Mindfulness and Balance





Recovery

- Restoration from back-up
- Reprocess granular event data Nov-Dec 2024 (including annual COUNTER audit)
- Redeploy majority of COUNTER reports before Jan 2024 deadline
- No mass exfiltration of data
- No requirement for data breach notification
- 100% staff and customer retention



Learn, Improve and Reinforce



People

Process

Technology



Q&A

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