

Engineering Resilience Culture

An Operational Approach



IT NATION™ **SECURE**

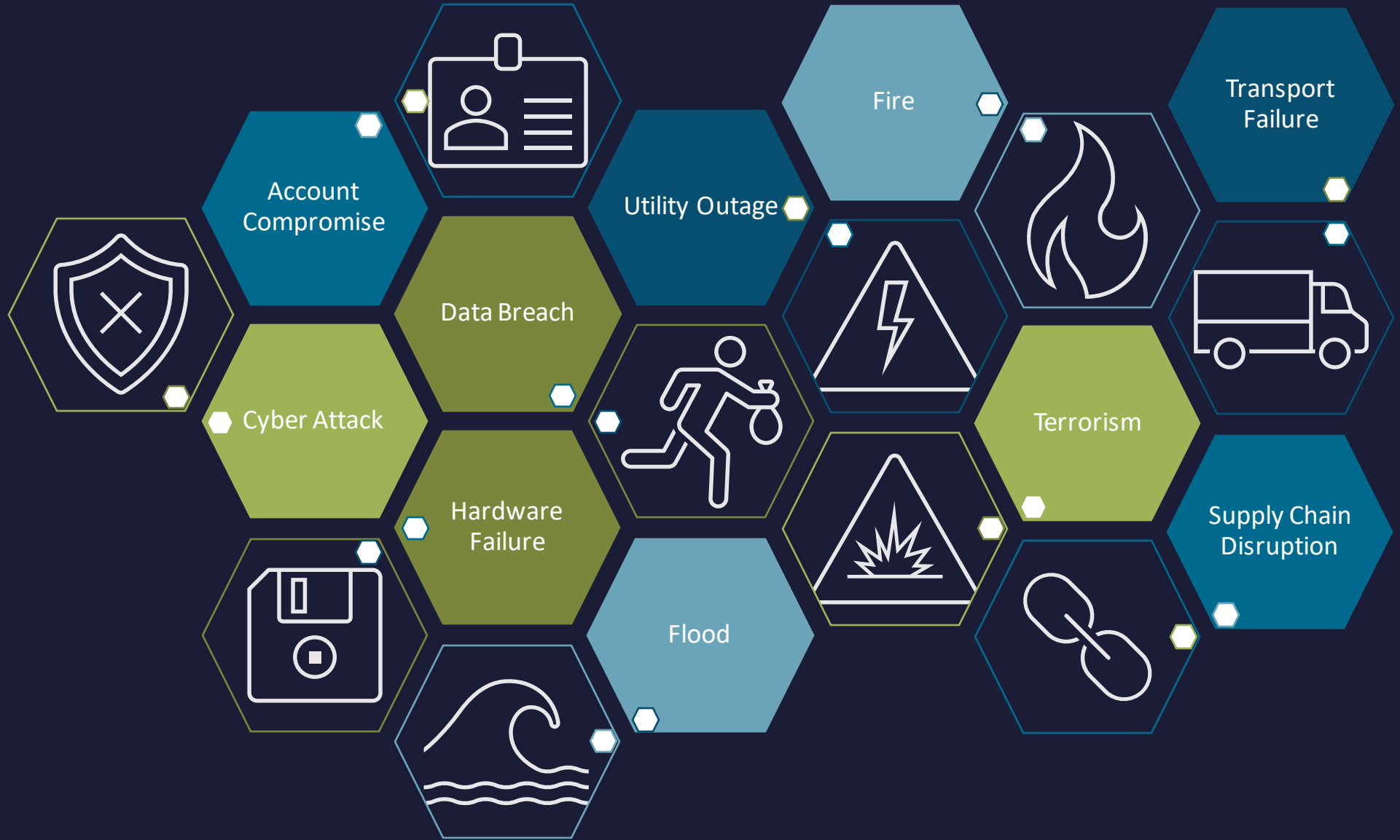


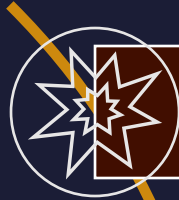
Chuck

- "That guy" at his MSP
- Deep technical background
- Great client relationships
- Not a cybersecurity professional
- Sees cybersecurity as tools
- In danger of becoming John



Threats

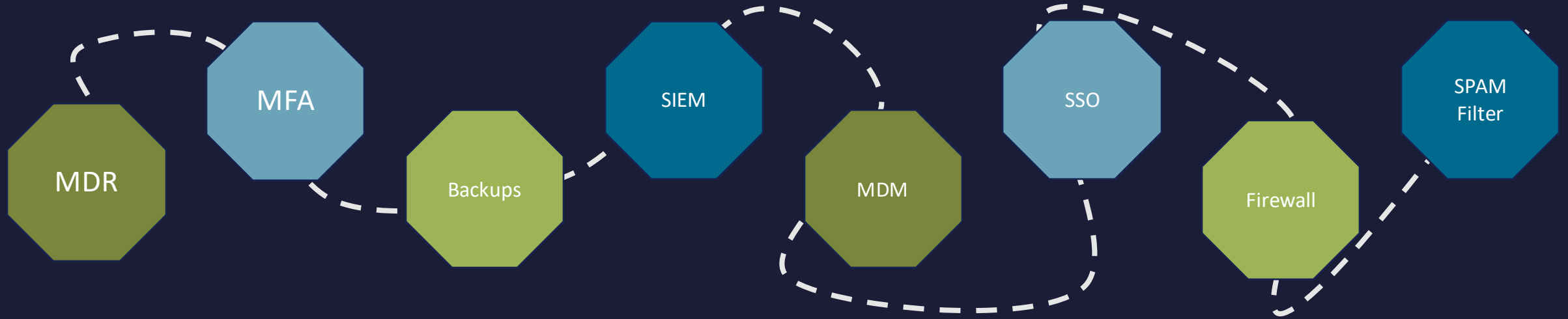




Booms

Disruptions to resilience

Resilience Engineering



Partnerships

Change Control

Tabletops

Criticality Assessments

Recovery Plans

Succession Plans

Break Glass Access



Booms

Disruptions to resilience



Levers

Processes, products, services; not universal

Resilience Engineering



Server



Cloud App



Website



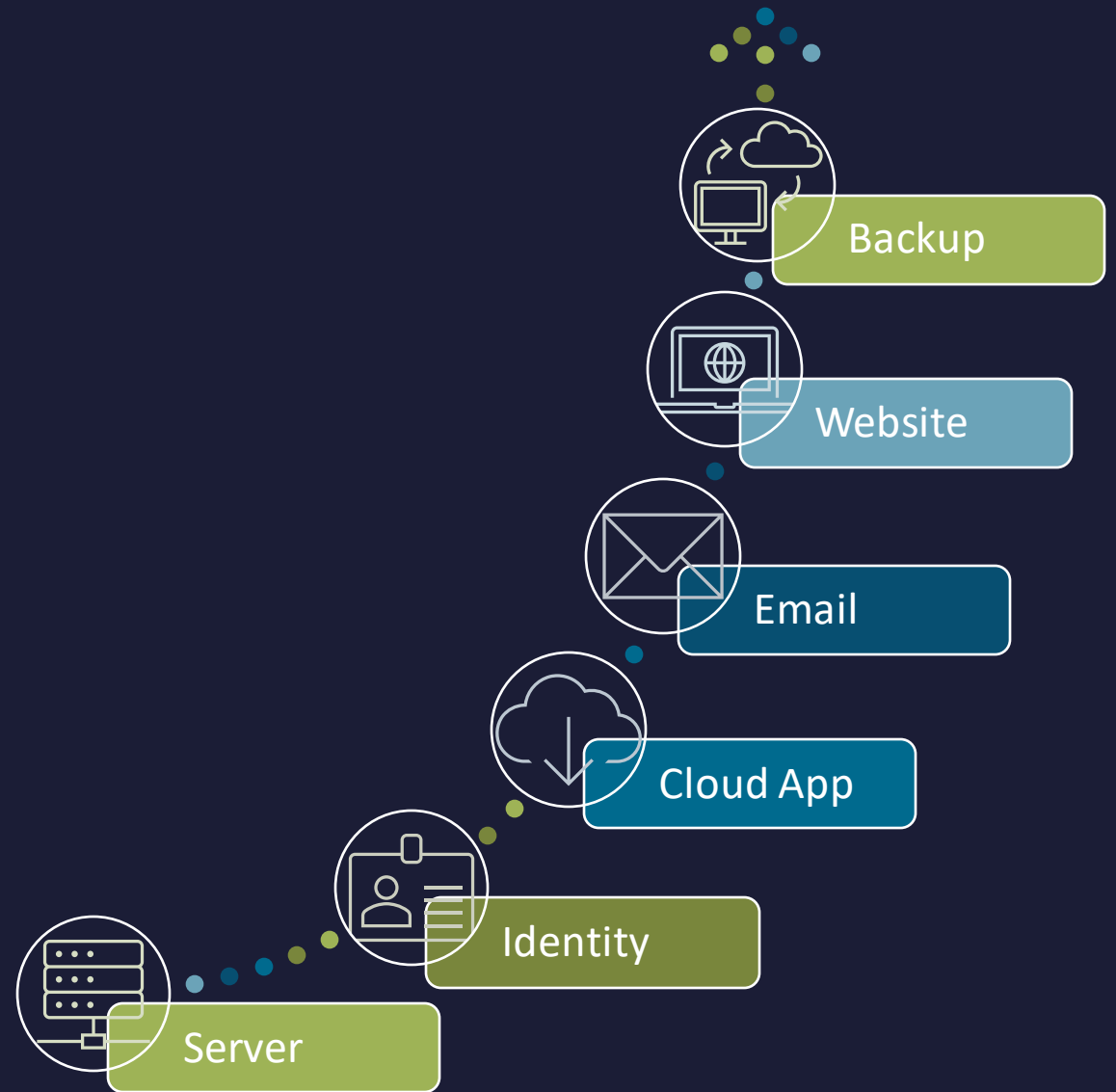
Backup



Identity



Email





Booms

Disruptions to resilience



Levers

Processes, products, services; not universal



Availability

What is most important?

Don't Worry, We Have a Plan!



Don't Worry, We Have a Plan!





Expectation



Reality





Booms

Disruptions to resilience



Levers

Processes, products, services; not universal



Availability

What is most important?



Stress

How is resiliency tested?



Timebound

What is the benchmark for **recovery time** and **recovery point**?

Stack Alignment



Transformative Partnerships

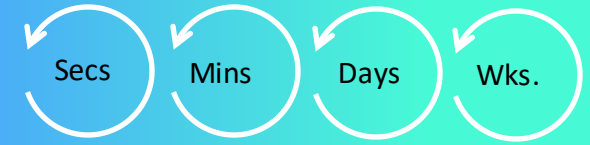


Community



B.L.A.S.T ZONE

How long can you afford to be down?



IDENTIFY

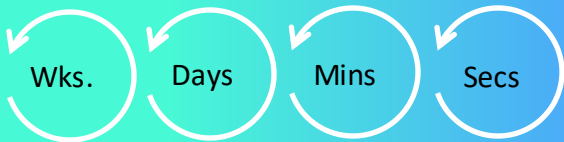
PROTECT

DETECT

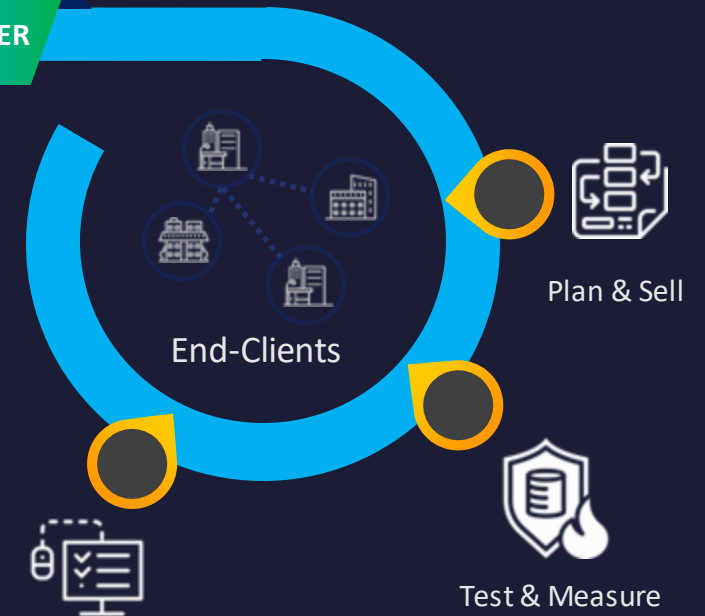
RESPOND

RECOVER

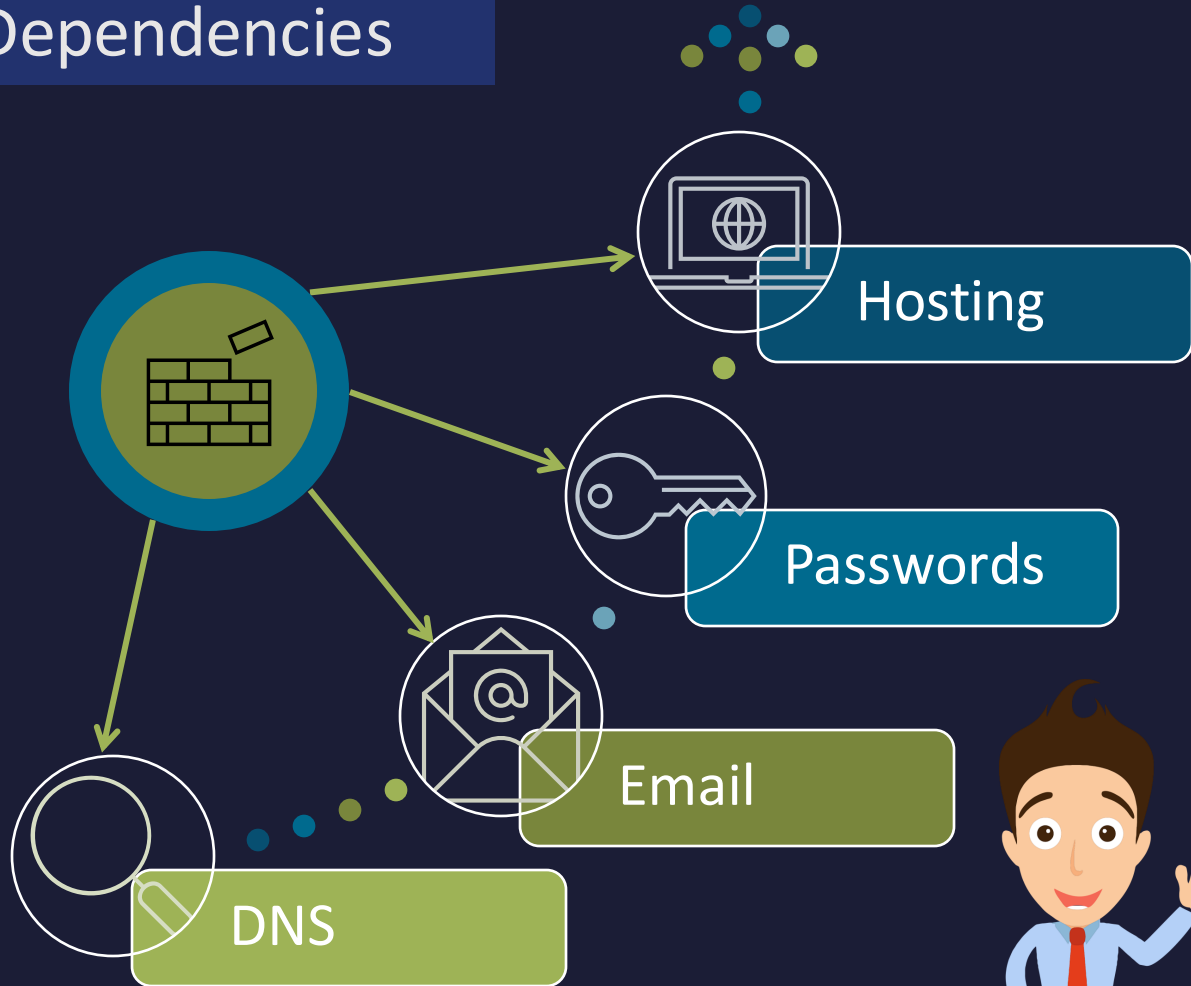
ENGINEERING



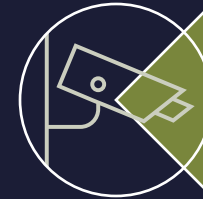
How much can you afford to lose?



Dependencies



Break Glass Accounts



Monitoring and Alerting



Agreements and Contracts



Shared risk



Relationships, and "Things" (Levers)



Vendor

- Transactional
- Commodities
- Low Trust



Supplier

- Audit Reports
- Policies/Procedures
- Some Trust



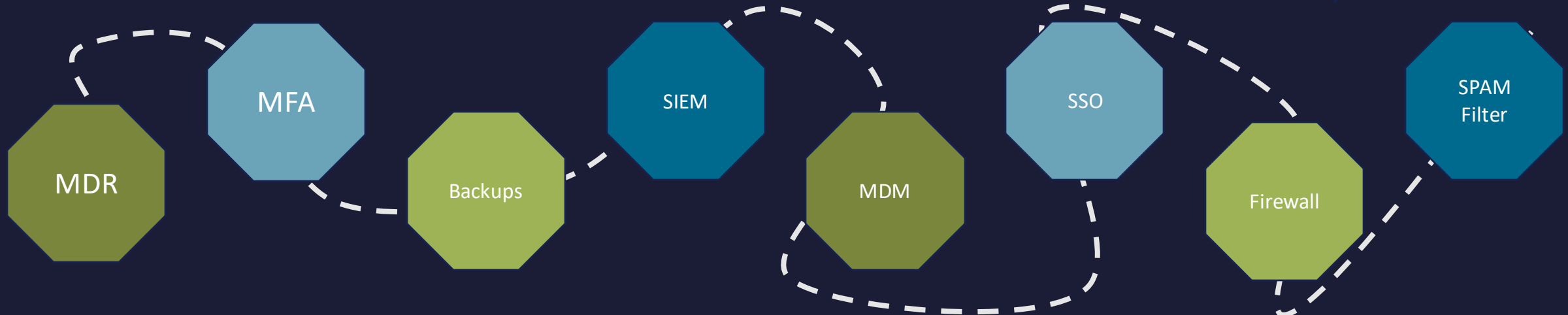
Collaborator

- Involved Publicly
- Conferences
- Accessible



Partner

- Shared Risk
- Shared Outcomes
- Trusted



Internal Only 

No client access,
low impact

Client Access

Dependencies (Availability)

Checkbox Analysis



First Level Dependencies



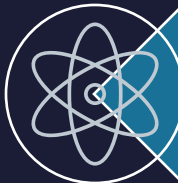
Resilient Analysis


Deep Dependencies




Reference: <https://www.cisa.gov/cisa-tabletop-exercise-packages>

 Drop the Formality

 Choose Scenario

 What Happens If?

 Repeat

Chuck's Pitfalls



Relationship With Technology (Timebound)

Normal



Disruption



Recovery



Normal



Maximum Tolerable Downtime

Recovery Point Objective

Recovery Time Objective

Work Recovery Time

How many tax returns can disappear before the business fails?

When do you need the recoverable ones back by?

How long will it take to redo the ones that were lost?



Continuity First

Matt Topper Chuck

- 12+ MSP years: Tech through CTO
- Infrastructure, Architecture, Projects, Security
- Appsec, Program Management, GRC
- CISSP, CISM, CCSP
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Don't forget to fill out your

SESSION SURVEY