



Cyber Security  
Resilience and  
Response throughout  
COVID-19 pandemic

May 2020

# Cyber Security Resilience throughout COVID-19 pandemic and preparation for the "new normal"

Continue to promote safe computing practices

**Set expectations**

Review always "available" demands, and set clear goals and expectations for employee security responsibilities while working remotely

**Establish communication channels**

Multiple communication channels keep employees, partners and clients connected while also providing a conduit for sending and receiving critical information on security incidents

**Track, monitor and provide updates**

Updates avoid spread of misinformation, panic, and decline in productivity, while enhanced security monitoring provides assurance on remote user behaviour

**Awareness training**

Provide employee training to protect against social engineering by hackers attempting to exploit COVID-19 related uncertainty

Leverage technology securely to expand digital workspace capabilities

**Increase remote work capabilities securely**

Expedite security reviews and due diligence assessments of remote work infrastructure to support business operations with assurance

**Plan for response and business continuity**

Review incident response plans and contingencies, including alternate employee communication channels (e.g., phone, social media)

**Security collaboration**

Establish platforms that enable security personnel to work on day-to-day activities remotely to the same standards as internally

**High touch technology for self service**

Establish self-service platforms such as chatbots and IVR for issue management

Make cyber security a top priority

**Ensure data security and backups**

Review remote workforce data security needs, update policies and procedures, and communicate data backup practices

**Secure virtual infrastructure and cloud services**

Review and fortify infrastructure security, such as for VPNs, Cloud environments and Virtual Desktop Infrastructure

**Review endpoint and mobile security**

Deploy or enhance end point and mobile security to monitor and respond to threats

**Third-party sustainability**

Get regular updates from dependent third-party security service providers; Revise SLA's as needed

Your organisation can take proactive steps to prepare for the next phases of this unprecedented pandemic and remain secure throughout the roadmap to the "new normal".

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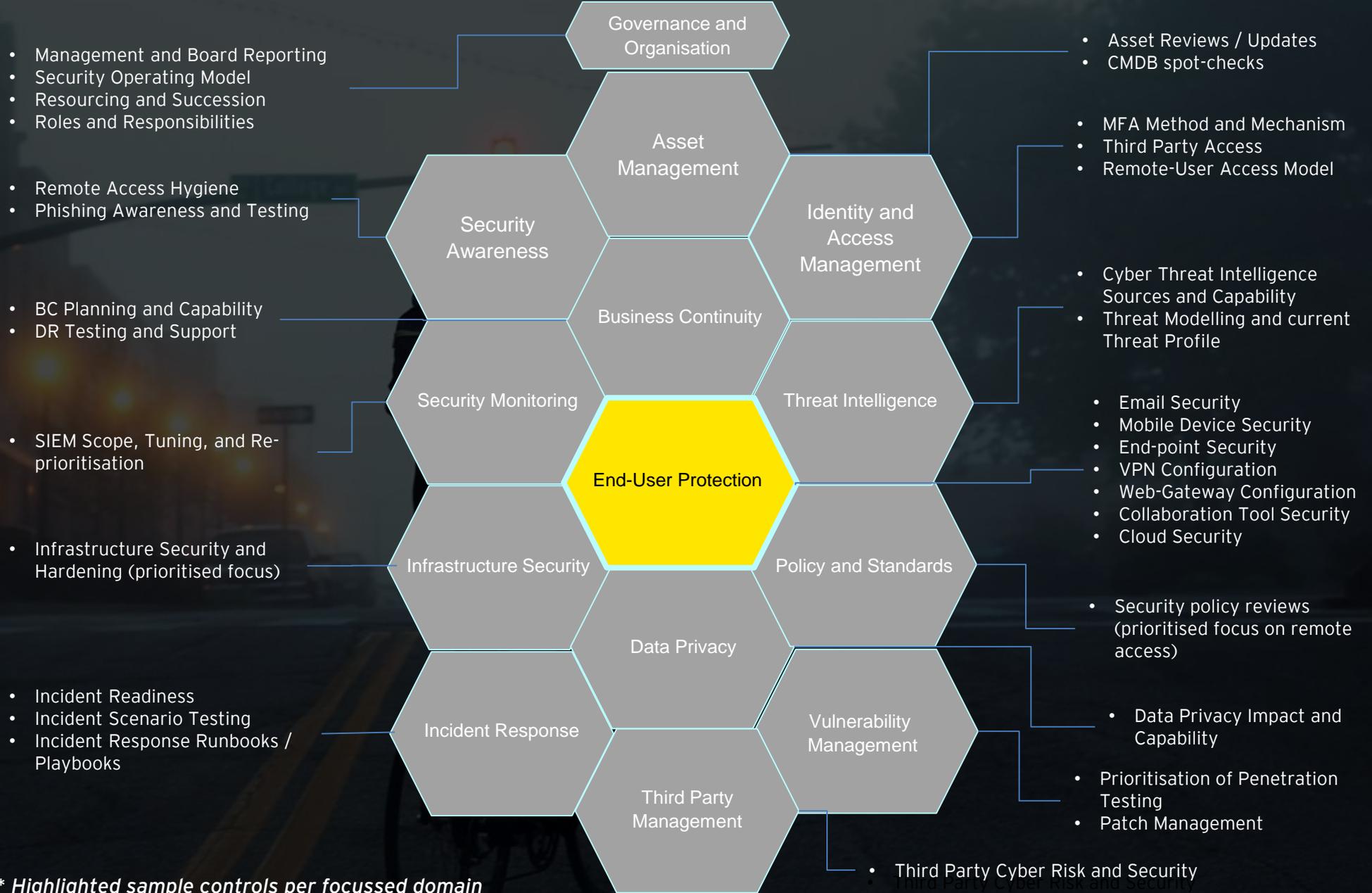


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# COVID-19 Cyber Security Impact Assessment

EY's COVID-19 Cyber Impact Assessment provides assurance of the security controls most impacted by changes to the organisation and the operational effectiveness of these controls throughout the crisis.

This supports the board, senior management and audit committee with a snapshot of the organisation's security posture and risk exposure during the crisis and through to the "new normal" future operating model.



\* Highlighted sample controls per focussed domain

# Wider Enterprise Resilience throughout COVID-19 pandemic

Focusing on the foundations of enterprise resilience to improve business agility in response to unforeseen business challenges and disruptions arising today

## Pandemic Resilience

COVID-19 is currently disrupting business operations across the globe. Building confidence and trust will be a critical differentiator as corporations respond to and rise from global disruption.

A successful enterprise risk response requires identifying the right stakeholders and finding the right data to make intelligent decisions. While a global pandemic is a unique challenge, organisations can identify, assess, and effectively respond to pandemic related risks using well established enterprise resilience frameworks.



A pandemic can result in possible staff absenteeism exceeding

# 40%

for extended and sequential periods

Gartner

A pandemic is not a one-time event, and periods of illnesses may come in 2 or 3 waves anywhere from 3 to 12 months apart. **The total duration of a pandemic is likely to be 12 to 18 months.**

Canadian Centre for Occupational Health and Safety

## How EY can help?

### COVID-19 Impact Assessment and Plan

A rapid assessment of impacts of, risks from, and organisational resilience to COVID-19. The assessment focuses on operational, technology, Cyber Security, financial, workforce, and tax aspects to provide prioritised recommendations and immediate stabilisation plan to address risks and impacts.

### Crisis Operations Command & Control Support

EY understands your business processes and workforce will be disrupted as a result of COVID-19. With our global footprint and expertise in a broad range of crisis management services, we can deploy virtual business command centers to support and augment your team. EY can also deploy experts to help workforce shortages in strategic areas of your business.

### Cyber Function Co-sourcing

As key Cyber team members are unable to perform their duties due to illness or need to care for loved ones, EY can provide skilled and experienced practitioners to help deliver projects, run services and provide professional guidance to continue advancing your Cyber Security program

### Security & Privacy Training and Awareness

As organisations turn to teleworking models, they are challenged with quickly training managers and employees on roles and responsibilities related to the protection of technology and data. EY can quickly create and deploy a training program, along with requisite policies to help your organisation protect crown jewels in this time of crisis.

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