

Major Event Preparedness: Cybersecurity Planning and Practice to Maximize Resilience



Need

Assuring the resilience of the electric grid is fundamental to the stability of our nation's critical infrastructure. Cybersecurity has become a necessary cost of doing business, but an often-overlooked aspect of cybersecurity is testing to ensure effective communication and business continuity in the event of a breach.

A major energy company sought to maximize its investment in cybersecurity by testing its response capabilities in a simulated emergency. The simulation would offer invaluable information about key aspects of the company's cybersecurity preparedness and its ability to successfully manage through an actual crisis.

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Solution

The client retained ICF International to design, implement, and evaluate simulation exercises to assess its internal capabilities and inform enhanced preparedness planning. A team of cross-functional experts from ICF's energy and cybersecurity sectors provided the deep expertise necessary to design and conduct a strong resiliency readiness exercise with multiple areas of focus:

- Crisis communications, including message development and information sharing
- Real-time response across geographies and stakeholder groups
- Thorough and appropriate assignment of roles and responsibilities
- Technology to facilitate the process

ICF worked with the client to identify key risk areas in physical security, cybersecurity, and physical/cybersecurity integration that determined the number, type, purpose, and content of drills.

Benefit

Simulating a crisis situation offers actionable information about an organization's readiness for a cybersecurity breach and affords an unparalleled means of evaluating and enhancing preparedness. Through real-world testing designed by experts, ICF's big-energy client was able to identify strengths, weaknesses, and gaps in its emergency response capabilities and plans—information that could keep major events from becoming devastating crises in the future.

ICF quickly developed simulation activities to meet the client's deadlines—maximizing resource value and collapsing completion schedules—and combined enterprise knowledge, industry best practices, and the latest in resiliency readiness theory. ICF's team of experts evaluated and recorded its findings from the simulation exercise, producing documentation that is critical to program improvement as both historical record and the catalyst for future plans and activities.

About ICF International

ICF International (NASDAQ:ICFI) provides professional services and technology solutions that deliver beneficial impact in areas critical to the world's future. ICF is fluent in the language of change, whether driven by markets, technology, or policy. Since 1969, we have combined a passion for our work with deep industry expertise to tackle our clients' most important challenges. We partner with clients around the globe—advising, executing, innovating—to help them define and achieve success. Our more than 5,000 employees serve government and commercial clients from more than 70 offices worldwide. ICF's website is www.icfi.com.