

Defining a new era of resilience

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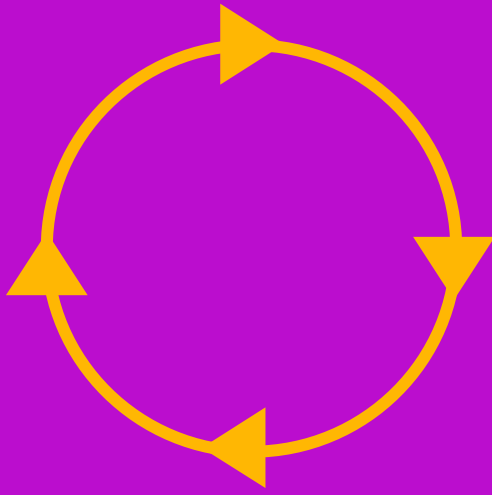
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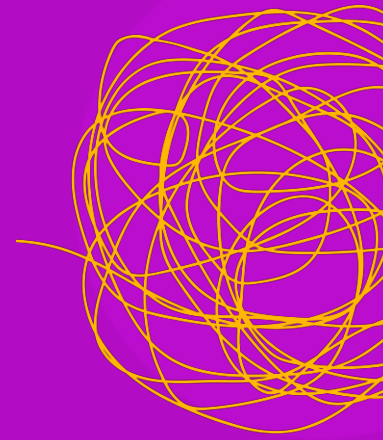


Why do we need a new era?

The Business Continuity Lifecycle



Reality



The right stuff

Agility

Capability

Insight



Culture

eats ~~strategy~~ for break
resilience programs

P
M



1. Do you believe somewhere in Australia, an organisation will be hit by a ransomware attack today?



2. Do you believe **your** Country will be hit by ransomware attack today?



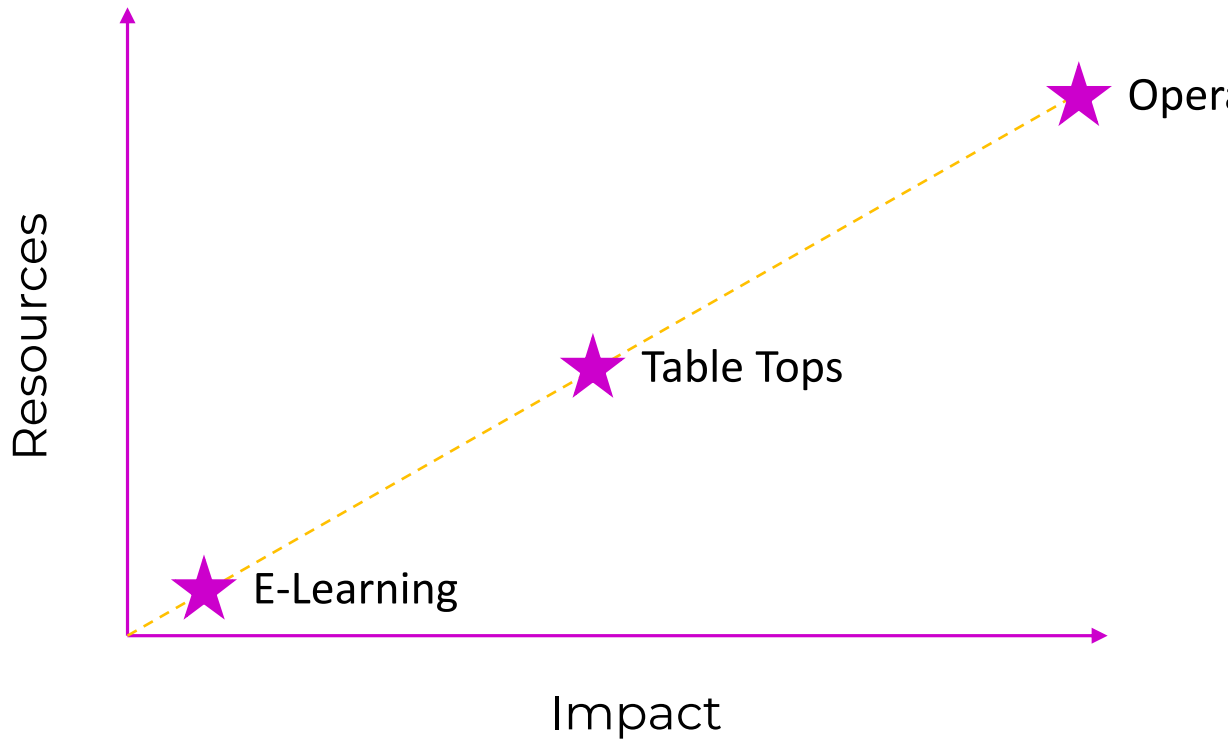


A lived experience



Source: The Optimis

Resource vs Impact



Impact vs scale



Driving engagement

Program Success Factors

1. Strategic alignment
2. Context relevancy
3. Gamified experiential learning
4. Continuous & regular engagement



Welcome
incident
below

Any qu
Smith
Begin

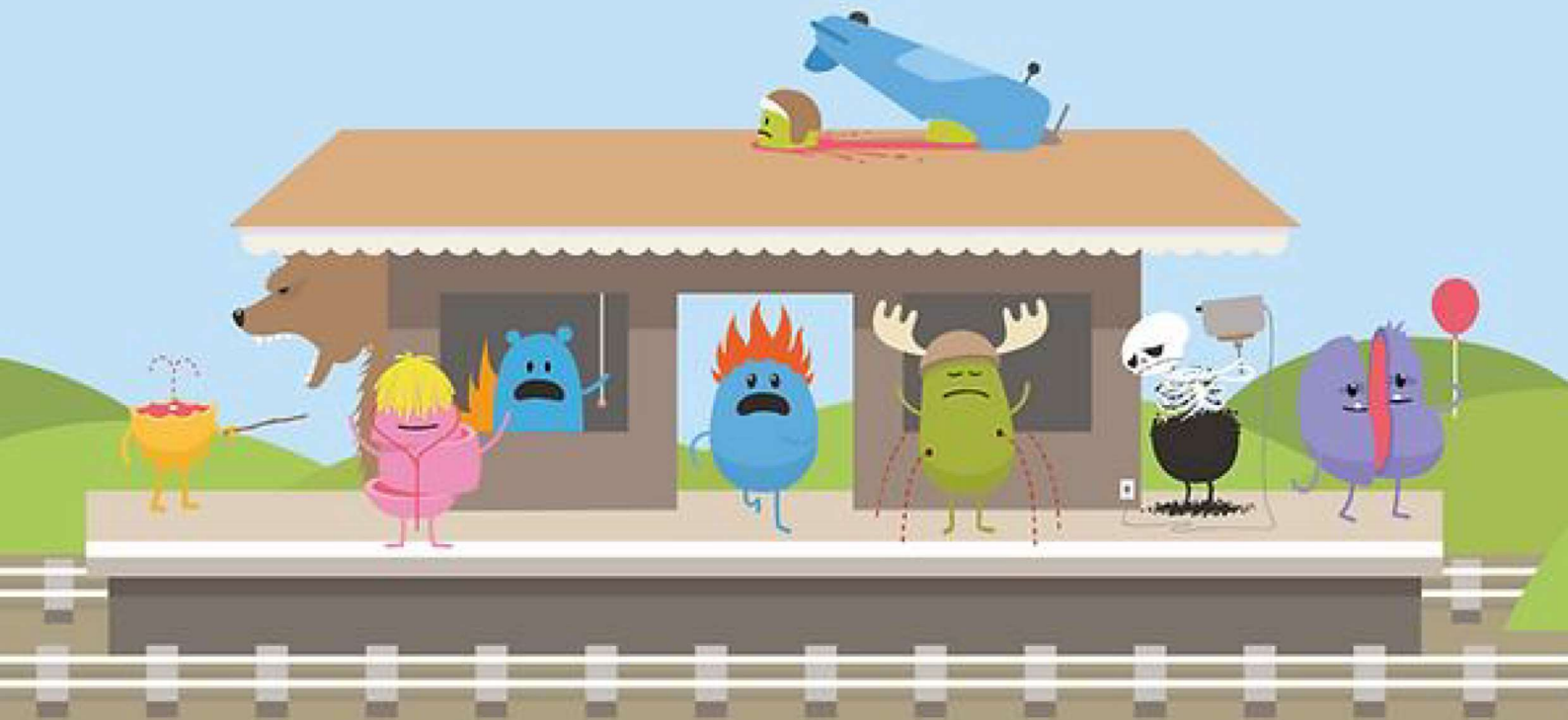


Are objectives aligned?



Gamification

DUMB
to
DIE



Carrot vs Stick

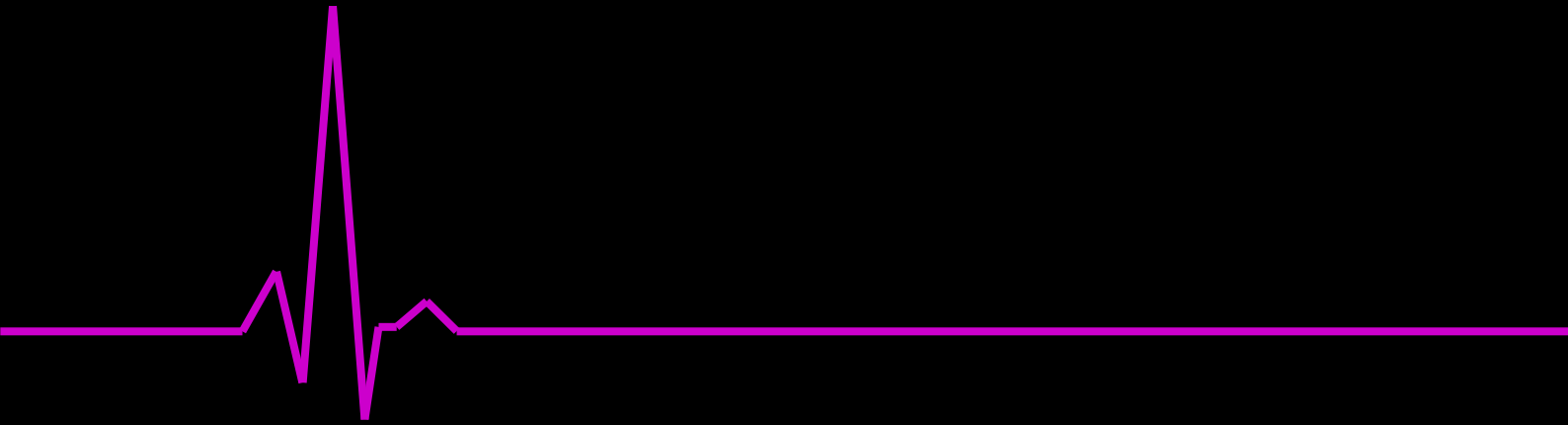


1. Immediate reward

2. Progress tracking

3. Social incentive

Cadence of engagement



The microsimulation effect




Key takeaways


1. Agility, Capability, Insights
2. Optimism bias is real, but can be broken
3. Gamification gets results, at scale
4. Don't forget the carrot
5. Continuous engagement is key

Thank You

Resilience Fundamentals




- ### 1. Ransomware: Assess & Activate



Description
This microsimulation is designed to introduce a response team to the initial process of incident assessment and team activation due to a ransomware attack.

Objectives


 - 1 Validate incident assessment
 - 2 Validate escalation and team activation
 - 3 Build capability in initial response
 - 4 Meet compliance requirements
- ### 2. Physical Security: Emergency Communications



Description
This microsimulation is designed to introduce a response team to critical process of emergency communications.

Objectives


 - 1 Validate roles and responsibilities
 - 2 Validate data currency
 - 3 Build capability in Emergency Communications response
 - 4 Meet compliance requirements
- ### 3. Data breach: Roles and duties



Description
This microsimulation is designed to introduce a response team to their roles and response duties in a Data Breach scenario.

Objectives

 - 1 Validate roles in response team
 - 2 Validate initial duties in playbook
 - 3 Build awareness of threat
 - 4 Meet compliance requirements
- ### 4. Natural Catastrophe: Documents and teams



Description
This microsimulation is designed to introduce a response team to the documents and team delegations associated with a significant natural catastrophe event.

Objectives

 - 1 Validate access to documentation
 - 2 Validate team activation
 - 3 Build capability to natural catastrophe response
 - 4 Meet compliance requirements

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