CASE STUDY

SensatoCybersecurity

ArchCare Uncovers the Benefits of a Robust Cybersecurity Tabletop Simulation

THE CUSTOMER

ArchCare is the Continuing Care Community of the Archdiocese of New York with a mission to foster and provide faith based holistic care to frail and vulnerable people unable to fully care for themselves. Through shared commitments, ArchCare seeks to improve the quality and the lives of those individuals and their families.

THE CHALLENGE

You probably have a documented cybersecurity incident response plan, right? So did ArchCare. You've probably done a few tabletop simulations in the past, right? So had ArchCare.

Even though ArchCare had done the right things to comply with regulations and best practices, ArchCare was concerned that they didn't know how they would respond if the organization were a cyberattack victim.

They had questions such as:

- What does an actual cyberattack look like?
- Would their IT staff know the first steps to take once they knew they were under attack?
- Did each person on the IT staff have or understand their defined role in responding to an attack?
- What are the expectations of the leadership team?
- Would ArchCare be able to stop a cyberattack once it started?

Success Story

"CloudWave's Sensato team does a great job doing tabletop simulations. They really know healthcare cybersecurity and gave great advice to the leadership team."

– Mitze Amoroso, ArchCare CIO

THE INSIGHT

Mitze Amoroso, ArchCare CIO, attended a presentation on Cybersecurity Incident Response presented by John Gomez, Chief Security and Engineering Officer of CloudWave, at a HIMSS event. She was impressed with John's knowledge and delivery of the information. He provided a fresh perspective about responding to threats, so Mitze knew she wanted to engage the CloudWave Sensato Cybersecurity team to help them dive deeper and address the open questions about how ArchCare would react to real-world cyberattacks.

THE SOLUTION

ArchCare engaged Sensato Cybersecurity, now part of CloudWave, to deliver a series of Tabletop Simulations that would place the IT team in a real-feel cybersecurity situation. The ArchCare IT team had to respond as if they were under attack. After each action, the CloudWave Sensato team progressed the attack in real-time as it would likely happen in real life.

ArchCare had a documented Incident Response (IR) plan that had received thumbs up from several companies as a solid plan.

According to Mitze Amoroso, CIO of ArchCare, the first time CloudWave's Sensato team did the Tabletop Simulation with the IT staff, the outcomes showed a lot of room for improvement. The IT staff wasn't sure what to expect going into the simulation and had never tested their incident response plans with these in-depth scenarios. Previously, the IT staff had been briefed on the incident response documentation but had never had to act on it. ***"To say that the first simulation was eye-opening is an understatement,"*** stated Mitze.

THE RESULTS

The tabletop simulation uncovered that the incident response plan needed modifications, such as better defining communication protocols and explicitly identifying the backup person. During the cyberattack, the team also learned a process by identifying 'what is known' and 'what is not known,' which helped them reach faster decisions.

ArchCare's IT team completed three unique tabletop simulations. Even though ArchCare thought they had a solid IR plan, each tabletop simulation drove further refinements. For example, Mitze realized that you couldn't rely on the availability of an electronic plan, so they needed to change how they could access the plan offline. She found that cataloging the findings after each drill was essential to a better outcome.

One key learning was that doing multiple iterations of the tabletop drill is critical to building the team's muscle memory to know how to react and what to do in an actual cyberattack.

ArchCare did the first three tabletop drills with only the IT staff participating as they wanted to ensure the team knew how to handle and respond to an attack before involving other areas of the organization. ***"During an attack, everyone is going to look to IT for guidance for what steps to take, so we wanted to make sure the team felt comfortable with how to respond,"*** stated Mitze.

After the third tabletop, ArchCare then performed six additional internal simulations using what they learned from their sessions to hone their responses and plans.

After ArchCare completed its internal drills, CloudWave's Sensato team led the ArchCare leadership team through a simulation. While the executive leadership team responded well during the simulation, it opened their eyes to just how dangerous an attack could be. Mitze states, ***"You see it, hear about it, read about it in the news, but until you are put in that situation, it takes on a different flavor. CloudWave built real-life simulations that made sense to our environment so we could feel first-hand what an attack would be like."***

PUT THE LEARNINGS TO THE TEST

Since the training, ArchCare put its leanings to the test when a business associate had a cybersecurity incident. Because the team had conducted tabletop drills, the team could address issues and lessen the impact on the organization calmly and methodically.

They learned three key things: remain calm, lean on their training, and use the IR Plan.

> **"Having gone through the Sensato Tabletop Simulations prepared us for when our third-party partner was breached. We were able to remain calm and quickly address the situation."**
> – Mitze Amoroso, ArchCare CIO

SUMMARY

Through the series of tabletop simulations with CloudWave's Sensato team, ArchCare could test their documented plans and update them to reflect the best practices to respond to a real-world cyberattack. By pushing their response team repeatedly, ArchCare now feels better prepared to handle an incident, should it happen to them. Further, involving the leadership team was vital to the entire organization understanding what needs to happen in the first 14-minutes of an attack.

Mitze shares, ***"You can never be prepared enough for a cyber event. The best thing to do is to continue practicing with different scenarios and ensure you have a plan for ongoing training. Practice does make perfect."***

> **"CloudWave is a great partner. If you're considering doing tabletop drills, I would definitely recommend CloudWave."**
> – Mitze Amoroso, ArchCare CIO

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