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## Preparing For the Breach: A Look Into Essential Cyber IG Practices

With breaches, your info gov speaks volumes about what happens next.

Ricci Dipshan, Legaltech News

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It's a situation every attorney dreads: You are sitting at your computer on what seems like a normal day, when suddenly the screen goes blank, replaced by a notice that your files are being held ransom or your most valuable data has been stolen out of your system.

In the immediate aftershock, myriad questions can run through your mind. But none is perhaps more important, more pressing, than—what's next?

The answer, explains Jake Frazier, senior managing director at FTI Consulting, depends largely on what has come before.

"Pretty much what I see is that the work you do before the breach is most everything you can rely on once the breach happens. Once the breach happens, it's really difficult to maneuver," explains Frazier.

Preparing for the question of "what's next?" ahead of time can at first seem like common sense, but it is too easy to underestimate the complexities and handicaps posed by an actual breach.

"We do these what we call tabletop exercises, where basically we'll come in and it's like a war game simulation," Frazier says. "And we'll say we just learned the system has been comprised or this ransomware is

happening, trying to encrypt things, so what do we do?"

Often when we work with clients who maybe have underestimated the difficulty of what would happen. They might say, 'OK, first I'm going to email so and so,' and we say 'No, you can't email, email's offline—now what?' And then we just get blank stares and people immediately say, 'OK, we don't know what to do.'

The problem, Frazier explains, is that as cyberthreats have evolved, information governance programs have stayed the same.

"What information security historically has done was focus on the fortress approach—how do we put walls up to keep people out. So that would be proxies, firewalls, encryption security event information management systems, etc.," he says. "But as we've seen for the most part, that is not sufficient, people will get in one way or another, so the problem is once they get in through a backdoor or over the fortress wall, then they can just run amok."

## Triage and Mirage

But this can only happen if data is out in the open for cyberattacks to exploit. Paramount to any data breach preparation is the golden rule of any information governance program: knowing where sensitive data resides. Yet this, of course, is much easier said than done.

"The key to a good IG policy," explains Farid Vij, lead information governance specialist at ZL Technologies, "is having a complete understanding of your data at all times so that you can be in a proactive position during a data breach, which is the biggest challenge for enterprises today. There's simply too much data."

Thankfully, however, data breach preparedness doesn't require an all-or-nothing approach.

"This isn't about creating a basic data map; today, we have to get down to the content level of the document to identify things like personally identifiable information, personal health information, and payment card information."

What this comes down to is extracting the most sensitive information among the daily network traffic and regularly created or obtained files, and placing them in repositories with security provisions and data backup options.

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Originally appeared in print as *Before the Breach: Lock, Stock, and Plan Ahead*

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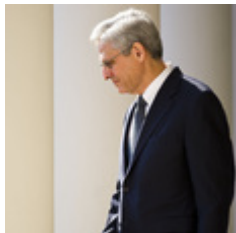
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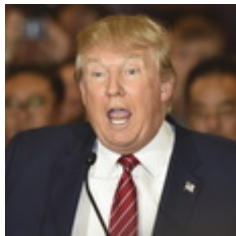
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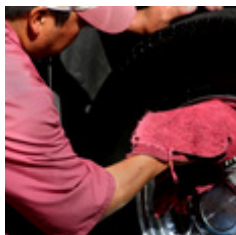
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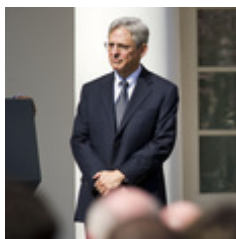
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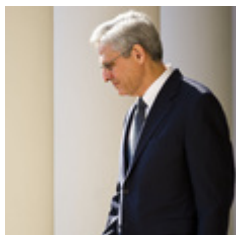
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