Crisis management – training, practicing and testing

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Content

• Guidelines
• Education for personnel
• Training
  • Congratulations, you’re a winner!
  • In Finland we have this thing called TAISTO
  • Tailored training for Statistics Finland
Guidelines for crisis management

• General guidelines for government agencies
  • General guidelines covering topics from general awareness to specific topics
  • Publicly available information
  • Common baseline for each agency

• Statistics Finland’s guidelines
  • General guidelines including risks from delay in statistics release to data security attacks and physical environment risks
  • Comprehensive crisis communication guidelines
  • Specific guidelines for different disturbance situations
NÄIN TOIMIT
HÄIRIÖ- JA KRIISITILANTEISSA

KRIISI

KIETEINEN JA ODOTTAMATON TAPAHTUMA, JOKA VOI VAARANTAA TK:N TOIMINTA-KYVYN TAI MAINEEN.

HAVAINTO

- voi olla esim.  
  - tietovuoto  
  - vahingollinen somekeskustelu  
  - virhe tilastotuotannossa  
  - palveluhökkäys  
  - laaja verkkohäiriö

TUNNISTA ROOLISI KRIISITILANTEESSA

OLE AVOIN.
Tapahtunutta ei voi estää, mutta voimme välttyä lisävahingoilta.

ILMOITA

- johtajalle tai esimiehelle, kun epäilet krisin mahdollisutta  
  - varmista viestin perillelmoja

OLE NOPEA JA JOHDONMUKAINEN.
Mitä ripeämmän toimit sitä helpompi on saada tilanne hallintaan

KIRJAA YLÖS HAVAINTOISI JA VARMISTA VIESTIN PERILLELMOJA.

25 October, 2019
Presentoija
Education

• General education for government agencies
  • Study material on data security and disclosure control including videos and test – mandatory for all civil servants
  • Eoppiva – wide range of education for civil servants

• Statistics Finland’s education
  • Orientation
  • Courses as a part of the internal training
  • Short courses on changes in legislation, guidelines etc.
Congratulations, you’re a winner!

• Traditional email scam with pay only postage fee for your award.
• Email in Finnish linked to look-a-like webpage with traffic encryption.
• Email address and webpage address nonsense
• Importance of informing staff and citizens
In Finland we have this thing called TAISTO

- Voluntary based security and data protection management training for government agencies
- Simulation of a data security breach
  - A severe zero-day vulnerability
  - Personnel information hacked
  - Media, including tv-reporters, request details
- Importance of information sharing and being well prepared – non speculating press releases
Tailored training for Statistics Finland

• Simulated training on media and government connections and internal and governmental coordination

• Need for simple situation specific lists in addition to comprehensive guidelines

• Importance of easy to check current status information

• Stick to facts in press releases and interviews
Lessons to share

• Effective training – both general awareness and simulations

• **STAY CALM**
  • Clear responsibilities and up-to-date contact information
  • **Current situation** updated and available for all
  • Internal and external **communication** should be efficient
  • Log all the actions
  • **Summary** and analysis/feedback afterwards – learning purposes
Thank you!