

Pandemic Planning for Financial Institutions with Focus on Cyber Resiliency

December 16, 2020

WEALTH ADVISORY | OUTSOURCING | AUDIT, TAX, AND CONSULTING

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Create Opportunities

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- *This presentation considers guidance provided by the SBA and US Department of the Treasury through 10/16/2020. Additional guidance is being provided on a regular basis, please refer to the US Department of the Treasury website (<https://home.treasury.gov/policy-issues/cares/assistance-for-small-businesses>) for recent updates.*



Cybersecurity Services

Count on our experienced consultants to help you address cybersecurity risks and recovery. We'll provide assistance where you need us so that you can feel more comfortable relying on your IT environment and get back to business.

A unique approach. Whether you need a unique individual or a complete team of experienced professionals, we can help you control cracks in your cybersecurity plan. By handing over your IT environment to someone with hands-on knowledge in the field, you can get back to the business of doing business.

Our people. Our 70 cybersecurity professionals each have 10 – 30 years of information security experience. Our team includes Chief Information Security Officers and other security leadership professionals who can help provide the analysis you need and manage projects to address your security requirements

Some of our focused services



CYBERSECURITY RISK ASSESSMENT AND GOVERNANCE

- AICPA cyber framework risk assessment
- FFIEC cybersecurity assessments
- HIPAA security risk analysis
- Third party service provider risk assessments
- Enterprise risk management input
- Executive / board training
- Staff security awareness training
- Customer security awareness training
- Policy and procedure development



STANDARDS VALIDATION AND COMPLIANCE MONITORING

- NIST
- FERPA
- FFIEC / GLBA
- Red Flags
- NERC / CIP
- HIPAA
- HITRUST
- PCI
- CIS/SANS 20
- General Data Protection Regulation (GDPR)
- SSAE16 SOC engagements



CYBERSECURITY TESTING AND EVALUATION

- RED team testing (breach simulation)
- Penetration testing
- Vulnerability assessment
- Wireless Security assessment
- Web / application security assessment
- Security architecture design evaluation
- Social engineering
 - Email phishing campaigns
 - Pre-text phone calls
 - Impersonation and physical access testing
- Disaster recovery
- Business continuity



INCIDENT RESPONSE

- Incident response program design
 - People
 - Rules
 - Tools
- Incident readiness assessment
- Security incident response (on-call)
- Forensic analysis
- Client executive support
- Retainer services
- Crisis readiness

Presenters



Sundeep Bablani

Director - Texas

SAS – Cybersecurity

sundeep.bablani@CLAconnect.com



Barbie Housewright

Manager, SAS - Cybersecurity

barbie.housewright@CLAconnect.com

Objectives:

- Develop an understanding of existing cybersecurity challenges.
- Remediation for deficiencies in business continuity planning.
- Analyze and implement organizational strategies as a result of the pandemic.

Discussion Categories

- Governance
- Operations
- Regulatory Concerns





Governance

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Survey Question

- Prior to COVID 19, did your Business Continuity Program include a Pandemic Plan?
 - Yes
 - No



Managed Service Provider (MSP)

- Contracting / Agreement Review
- Continuity Planning of the Vendor



Business Continuity Planning (BCP) Testing

- Planning Practices
- Resources
- Effectiveness
- Work from Home Days
- Variations on Scope

Testing



Phase Activation Criteria and Planning

- Planning
- Preparing
- Responding
- Recovering





Operations

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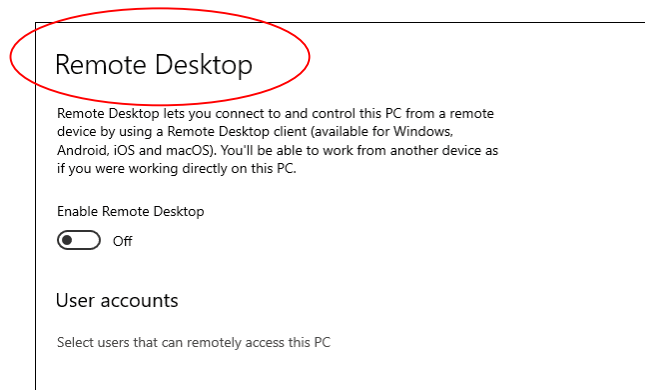
Survey Question

- What type of technology environment do you operate in?
 - Primarily outsourced and cloud-based
 - Primarily in-house and locally hosted
 - Mixture of in-house and outsourced



Remote Access

- High-Reliance on Telecommuting
- Remote Access
 - Capacity, bandwidth & authentication mechanisms
 - Capability and Technology
 - ◇ Infrastructure / application
- Security Considerations



Mobile Device Management

- Utilizing Mobile Device Technology
 - Bring Your Own Device
 - Organization owned
 - Mobile device management
 - ◇ Technology
 - ◇ Governance



Vendor Relationship Management

- Technology Vendors
 - Provisions for pandemic
- Supply Vendors
- Vendor Continuity Planning



Communication Methods

- Alternative Contact Information
- Employee Collaboration
 - Virtual meetings
- Member Communication
 - Branch closures
 - Procedure changes



Service Delivery Technology

- Online Account Opening
- Online Application Procedures
- Electronic Signature



Electronic Alternatives to Automate Manual Processes

- Reliance on manual processes for conducting daily business
- Limitation of Personnel Resource
- Streamlining
- Checklists and Policies
 - Centralized repository



Limitation of Access to Hardware, Software Licenses and Supplies

- Purchasing
- Additional Inventory
- Licensing
- Lack of centralized repository of daily checks



Third Party Applications and Cloud Access

- Ease of Access
- New Technology Implementation
- Limitations relating to third party application and cloud resources



Disaster Recovery as a Service

- Technology
- Resources
- Access
- Service





Regulatory Considerations

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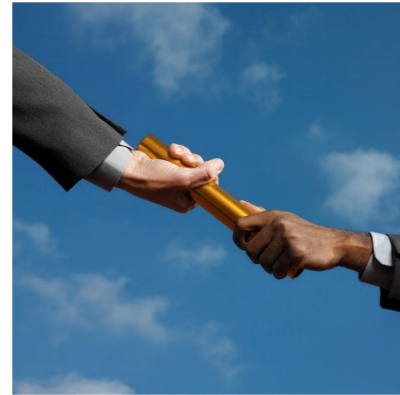
Survey Question

- Was your institution adequately prepared for secure remote access and telecommuting?
 - Yes
 - No



Staff Reduction and Succession Planning

- Critical Functions
- Adjustments in Roles/Responsibilities
- Cross Training



Avoid Compromising Security to Meet Business Objectives

- No Reduction in Regulatory Responsibility
 - Protection of member information
- Confidentiality
- Integrity
- Availability



Temporary System and Application Access Modification

- Access Management
 - Temporary
 - ◇ Elevation of privilege
 - ◇ Access to additional resources
 - ◇ Remote access
 - ◇ Mobile access
 - Access termination



Budget and Resource Considerations

- Emergency Implementation Budget
 - Hardware
 - Software
 - Access
 - ◇ Security



Tracking Issues and Post-Event Reporting

- Department
- Challenge/Issue
 - Temporary remediation action
 - Temporary remediation responsibility
 - Anticipated long-term remediation action
 - Long term remediation responsibility
- Policy Updates



Telework and Protection of Member Information

- Telecommunications
- Printing
- Data Destruction



Testing Worst Case Scenarios

- Scope
- Severity
- Loss of Staff
- Quarantine
- Branch Closure

TESTING



Pandemic Resources

- Centers for Disease Control (CDC)
 - <https://www.cdc.gov/DiseasesConditions>
- World Health Organization (WHO)
 - <https://www.who.int/>
- U.S. Department of Labor: Occupational Safety and Health Administration (OSHA)
 - https://www.osha.gov/Publications/influenza_pandemic.html



Pandemic Resources

- U.S. Department of State
 - <https://travel.state.gov/content/travel/en/traveladvisories/traveladvisories.html>
- U.S. Department of Veterans Affairs (VA)
 - <https://www.publichealth.va.gov/flu/pandemic/>
- U.S. Department of Health and Human Services (DHHS)
 - <http://www.dhhs.gov/nvpo/pandemics/index.html>





Thank you!

Do you have questions? Please feel free to reach out.

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Director - Texas

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Manager, SAS - Cybersecurity

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