Crisis management – training, practicing and testing

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Content

• Guidelines
• Education for personnel
• Training
  • Copy – paste -mistake
  • Congratulations, you’re a winner!
  • In Finland we have this thing called TAISTO
  • Tailored training for Statistics Finland
• Lessons to share
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

ILMOITA

- johtajalle tai esimiehelle,
  kun epäillään kriisin mahdollisutta
  varmista viestin positiivisesti

TUNNISTA ROOLISI
KRIISITILANTEESSA

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

OLE NOPEA JA JOHDONMUKAINEN.
Mitä riippumin toimin sitä helpompi
on saada tilanne hallintaan

KIRJAA YLÖS HAVAINTOSI JA
OHJAA SE TILAN SADON

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.
Copy – paste mistake

• A diagram was copied to a presentation with microdata included and this microdata set included direct identifiers

• Search engines were able to read the microdata from slide sharing database

• Information was deleted from web before public announcement and further precautions were available

• Human errors will occur

• Have safe environment for informing these errors
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 personnel 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
  - Personnel information hacked
  - Hacked information is published
  - Media, including tv-reporters, request details
- Importance of information sharing and being well prepared – non speculating press releases
Tailored training for Statistics Finland

• Simulated trainings on media and government connections and another on 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!