

Business Continuity & Impact of a Cyber Attack

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Agenda

- 1 Introduction
- 2 Overview of a typical Business Continuity Plan and Process
- 3 How we activated the plan
- 4 Our Response to a Cyber Attack

Our Business Continuity Plan

- Business Continuity Plan
- Example of Critical Risks – Strategic Business Impact Analysis
- Role of Crisis Management Team (CMT), Business Recovery Team (BRT) and Computer Incident Response Team (CIRT)
- Role of a DRS (Disaster Recovery Site)

Cyber Attack Incident – 27th June 2017 at 1300

Oops, your important files are encrypted.

If you see this text, then your files are no longer accessible, because they have been encrypted. Perhaps you are busy looking for a way to recover your files, but don't waste your time. Nobody can recover your files without our decryption service.

We guarantee that you can recover all your files safely and easily. All you need to do is submit the payment and purchase the decryption key.

Please follow the instructions:

1. Send \$300 worth of Bitcoin to following address:

1Mz7153HMuxXTuR2R1t78MGSdzaAtNbBWx

2. Send your Bitcoin wallet ID and personal installation key to e-mail wowsmith123456@posteo.net. Your personal installation key:

If you already purchased your key, please enter it below.

Key: _

Overview

- Cyber attack occurred in other parts of the Maersk Group (not Maersk Oil)
- As a precaution, Maersk Oil UK shut down ALL computers and networks and mobile phone data systems including own phones
- The attack's impact lasted 7 days until staff were able to use computer systems
- Took place in the middle of a Regulatory Observed ER Exercise

**WHAT DO YOU
DO NOW!**

What did we do?

- Activated Business Continuity Plan (BCP) & all BRT Members
- Communications to update staff and to providers/partners
- Went to third party providers premises
- Didn't use Disaster Recovery Site
- Hot Debrief and Structured Debrief carried out

What Went Well – General

- BCP invoked quickly
- Support from contracting companies
- IT staff
- Team work
- Leadership Team trust
- Finance and critical payments

What Went Well – Communications

- BRT & CMT
- Town Halls
- In house comms
- CMT and BRT comms excellent
- Faxes and personal phones worked well
- Patience of the workforce

What Could Be Improved – General

- Contact lists
- Visibility of urgent payments due
- Expectation to return to normality quickly and meet all corporate deliverables
- Reconsider reliance on data storage drives which couldn't be accessed
- Number of non-networked laptops available
- Maintain the BRT beyond the initial re-start to ensure all issues are covered

What Could Be Improved – Communications

- Initial relay of the message
- 'Business as usual' message
- Consistency of global and local messages

What Next?

- Actions from structured debrief
- Amend BCP
- Updated BRT
- Carried out a refresh of our Strategic Business Impact Analysis of the key threats