North Star
Small Business Data / Cyber Protection Awareness

Cyber Continuity in

The Hybrid Workplace

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“Failing to prepare is preparing to fail”

- BENJAMIN FRANKLIN

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Tempest Risk Management

Introduction

The biggest threat to **Cybersecurity** is **human behavior**.

With behaviors changing in the workplace, so too do the risks and attack vectors for threat actors.

Themes

Acknowledging new realities

Balancing risk

Providing options

Providing support

Action Item #1

Acknowledge new challenges in addition to the opportunities that hybrid/remote work provide businesses AND employees

Hybrid Pros & Cons

Reliance on home utilities & technology

- Distributes risks across a geographical area as opposed to a single building/location
- Smaller, localized disruptions are more common
- Identify critical people and provide backup power assets at home

Hybrid Pros & Cons

Self Management

Employees are empowered to work on their own time and their own pace = lower stress

Some employees will exploit their freedom

Really ask yourself…is it a big deal with some functions. For critical functions, additional accountability may be warranted. But…don't make every mole hill a mountain

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Hybrid Pros & Cons

Emergency response teams

More availability off hours

Accessibility issues DUE to a disruption could hinder response and recovery

- On call policy for critical operators
- Employ on-site “remote hands” resources to maintain readiness

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Action Item #2

Implement, review or update acceptable use policies

- Policies may need to evolve with your approach to work
- Are you telling your employees to violate your own policies?

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Acceptable Use Updates

Resist the urge for convenience! (ie Do not send documents to your home email to print)

Yes…we know we said you can work from anywhere… but we didn't mean ANYWHERE

1. Do not work in public places (coffee shops)
2. Don't take your laptop/phone into the bathroom…just excuse yourself like you would at work
3. If you want to go to the beach just take a darned vacation day
4. Minimize distractions. If your toddler/dog/husband is acting up, walk away and finish your task later!

Listen…we trust you ~~but~~ and we need to hold you accountable

1. Daily video check-ins with manager/team
2. Web traffic will be monitored

Food For Thought

Is it time to consider incorporating home technology downtime into work absence policies? If so…How?

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Are you opening yourself up to an accessibility issue?

- Non tech/savvy employees also tend to be older employees.
- Just because YOU know how to reboot your router or took typing in high school, doesn't mean everyone does/has
- Are you properly supporting them or do you just expect everyone to have the same knowledge as a junior member of the geek squad?

The Aging Elephant

What to do about it?

Option # 1 DIY

- Acknowledge and accept some employees will need more time to adapt
- Consider paying for a high speed connection or a new ISP all together
- Find and provide basic IT management resources to employees…YouTube is awesome for this
- Develop your own internal company training and troubleshooting guides
- Does an employees responsibilities need to adapt if they cannot

The Aging Elephant

What to do about it?

Option # 2 Outsource

- Outsource to a managed service provider to help with both home-side and company side issues
- Consider providers who are willing to travel to employees' homes to assist
- Can be quite expensive

The Aging Elephant

What to do about it?

Option # 3 Enhance/expand your IT Support team

- Expand IT team to help with home side technical issues
- Provide additional training and resources to employees who may struggle
- Closely monitor employee performance…embarrassment could prevent some from asking for help
- Would take an investment in time and money but would be the best choice for your employees

Action Item #3

Provide all employees with the resources they need and empathize with those who struggle

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Communication Challenges

Insufficient redundancies in communications

Scenario

Pre-Covid call center where the computer systems went down. Supervisors could make a general announcement using their voice to all employees that they are aware of the issue, working on it and can provide direction on what to do

Impact:

Post covid call center if computer systems go down and email or other communication vehicles are impacted, supervisors have to rely on pre-built call trees or some other communication to notify staff of status and directions. This can delay remediation actions frustrating and impacting employees and customers alike.

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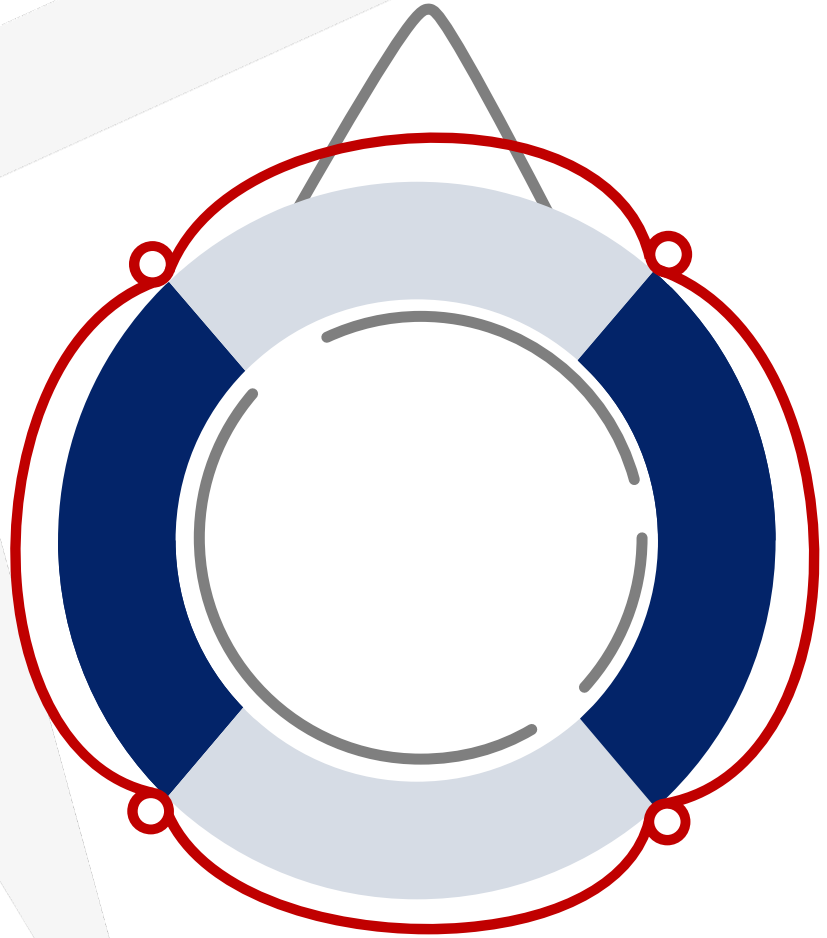
Communication Challenges

Insufficient redundancies in communications

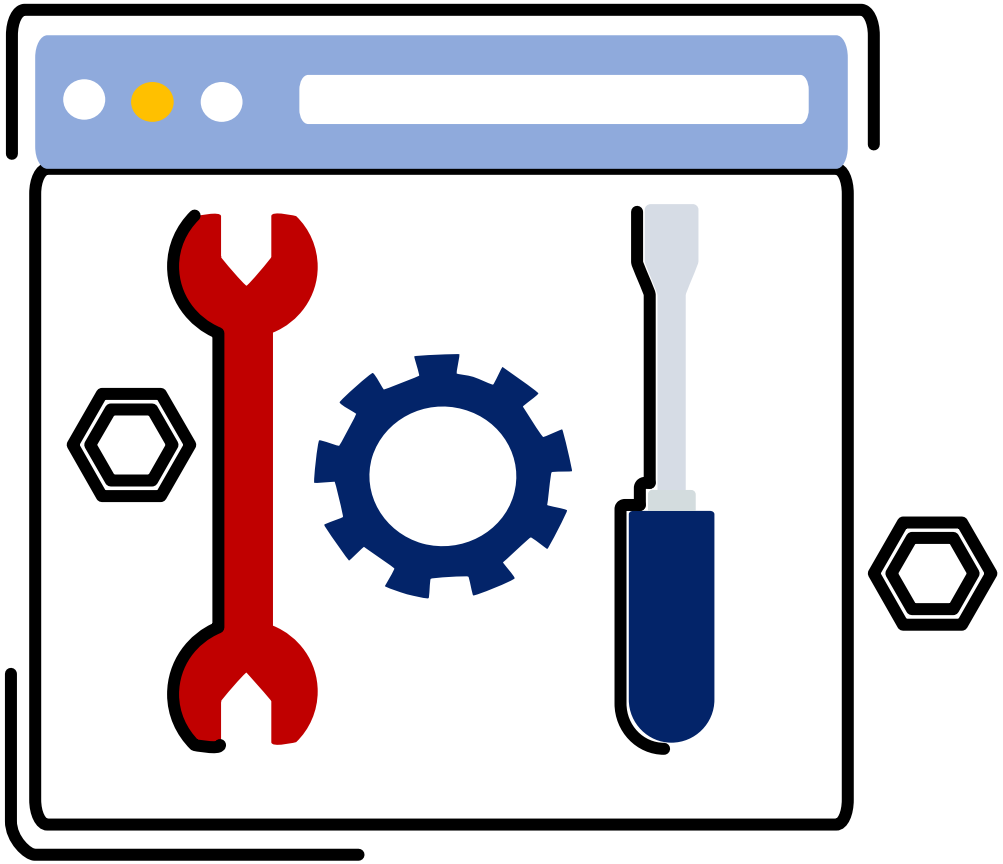
Individual employees may be left STRANDED with no idea who to call or what to do if any single point of failure between their computer and accessing their work tools is triggered



What do about it:

1. Consider a SaaS emergency communication service such as Everbridge, AlertMedia or the Tempest Gateway which can provide an easy 2 way channel
2. Employee only page off of your website where contact information and instructions are housed
3. Consider an extranet solution such as google drive or the Tempest Gateway where troubleshooting, contact information and policies and procedures are housed

Action Item #4



Develop easy to access redundant communication solutions for employees experiencing technology challenges

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Action Item Review

1. Acknowledge new challenges in addition to the opportunities that hybrid/remote work provide businesses AND employees
2. Implement, review or update acceptable use policies
3. Provide all employees with the resources they need and empathize with those who struggle
4. Develop easy to access redundant communication solutions for employees experiencing technology challenges

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TEMPEST RISK MANAGEMENT PROVIDES

Operational Resilience Solutions

At Tempest, we help our clients become more resilient, stable, and efficient through business playbook construction and business continuity planning.

3 Ways to Improve Operational Resilience:

- Business Playbook
- Business Continuity Planning
- Tempest Gateway Ops Platform