



BEING HACKED – FIRESIDE CHAT

ANDREAS PLÜER, HEAD OF DIGITAL SERVICES, EKT AG

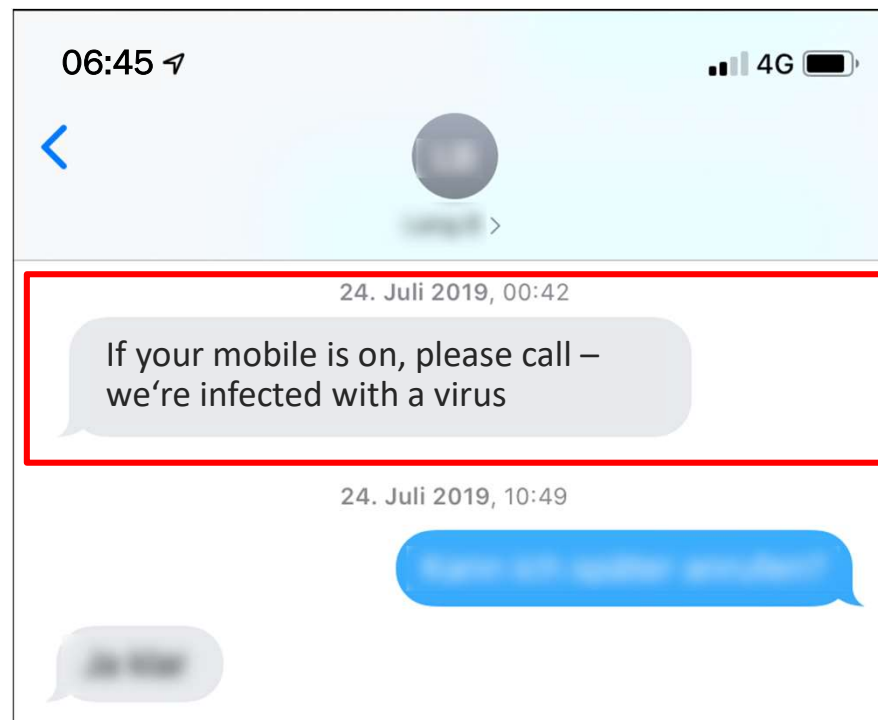
The screenshot displays a collection of news articles from various Swiss media outlets, all reporting on a major cyberattack against the Meier Tobler company. The articles are arranged in a grid-like fashion, showing headlines, sub-headlines, and snippets of text. The sources include Blick, Neue Zürcher Zeitung, Computerworld, Nau.ch, and SRF. The headlines consistently mention that the attack cost the company millions of Swiss francs and that its IT infrastructure was paralyzed for several days. Some articles also note that the company was unable to deliver goods during the downtime. The Meier Tobler logo is visible in the top right corner of the screenshot area.

EVERY STORY HAS A HISTORY



Source: Meier Tobler AG

THE NIGHTMARE BEGINS



EVENTS AFTER THE ATTACK ON JULY 23./24.



☾ Strange behaviour of IT monitoring systems, confusing general situation for ICT outsourcing company.
Escalation within on-call organisation



☾ Proof of malware outbreak. Decision to shut down all systems.
Status «Major Incident» declared



Briefing of executive board



Crisis team in charge



CIO on site, first situation assessment by crisis team



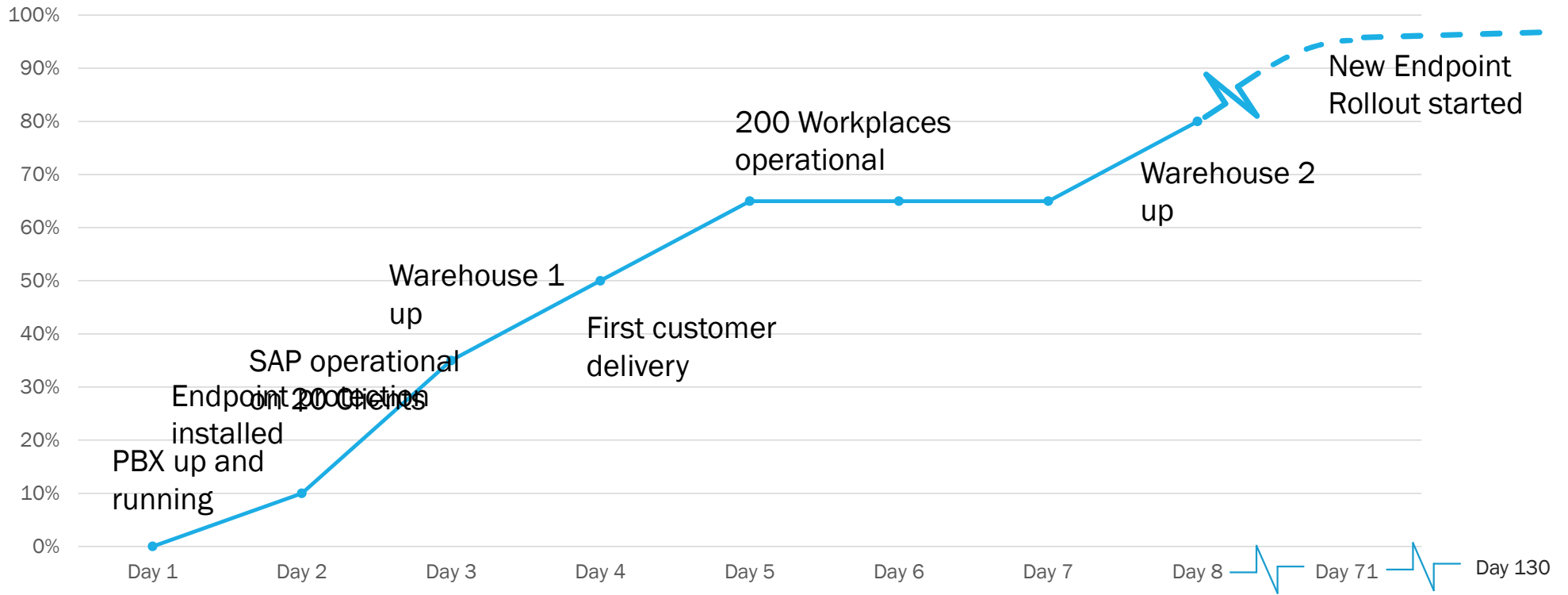
Damage pattern established, cyber security experts on their way to Meier Tobler



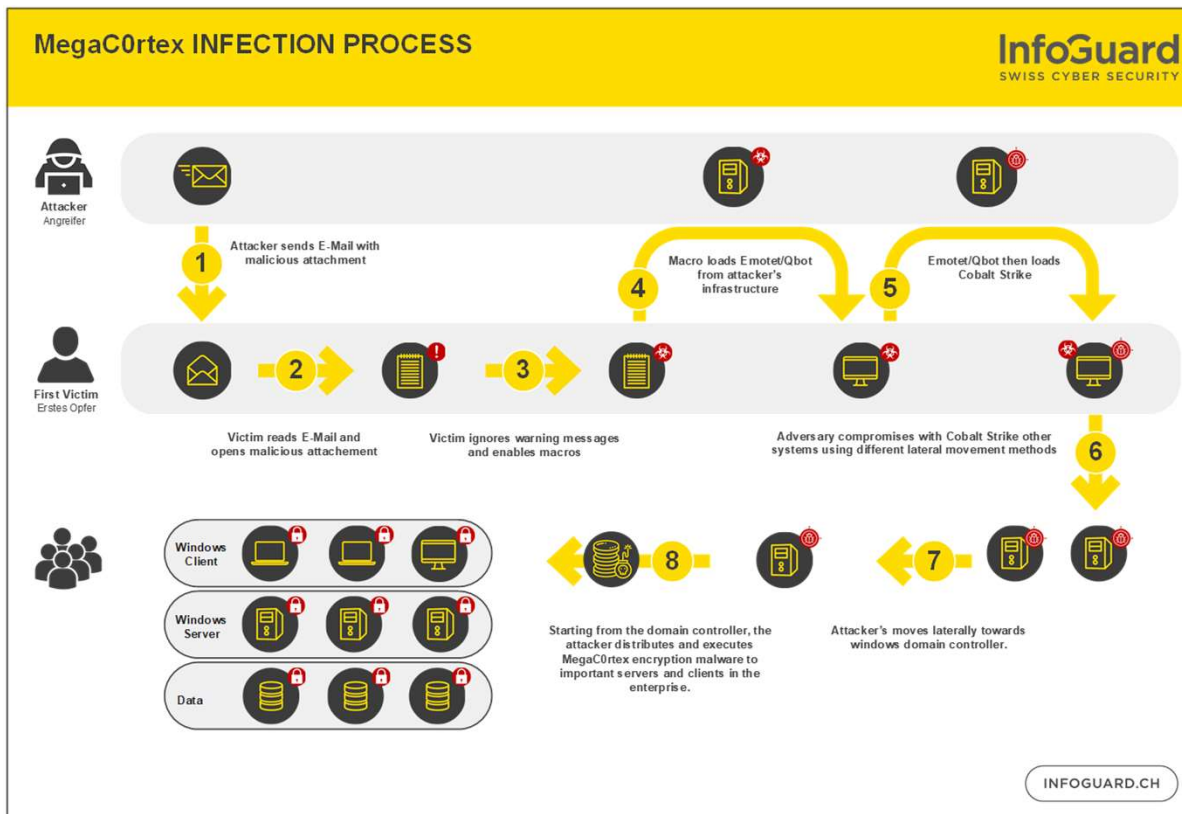
Prioritisation of tasks established, recovery measures starting

CRISIS MANAGEMENT – A BATTLE AGAINST TIME

Operational level in %



HOW DID THE HACKERS SUCCEED?





INSIGHTS AND CONSEQUENCES

- Organised crime operates a division of labour and combines opportunistic and targeted attacks
- Everybody is a target for cyber attacks: from personal computer to critical infrastructures of entire nations
- Classic perimeter security necessary, but not sufficient anymore. Managed Security (SOC, EDR, NDR) is a must
- Crisis management exercises: be prepared!