## Cyber Quick Facts:

- **1/3 of businesses and 1/4 charities** reported having cyber security breaches or attacks in 2019

- **Reported breaches are higher among medium businesses** (60%), large businesses (61%) and high-income charities (52%)

- **Average cost** of a breach reported is on the rise:
  - → $3.3k USD 2017
  - → 28% increase in 2018
  - → 32% increase in 2019 ($5.5k USD)
  - → 48% of companies lack staff with the technical, incident response, and governance skills needed to manage their cyber security

- **Average investment in cyber security per organisation is less than .01%!**
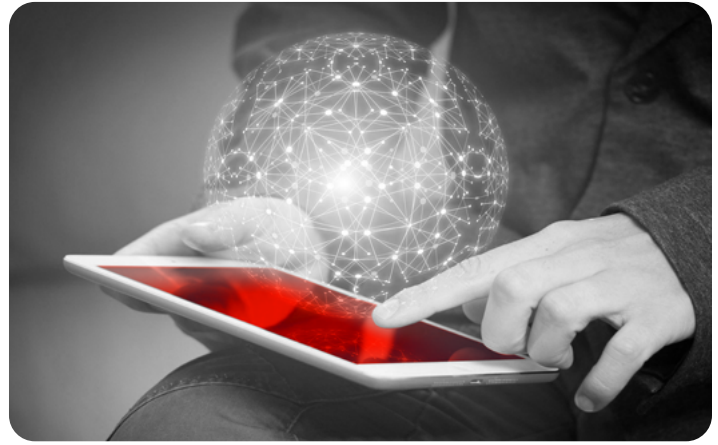
- Our biggest **line of defense** should be a combination of:
  - → Equipment
  - → Software
  - → Culture (Culture being #1!)

- **Human Fact:** Consistency works far better than Intensity! (Having a cyber security week once a year DOES NOT help you)

Cybercrimes are not JUST an IT Problem!

BREACH RESPONSE

Incident reported	Initial Triage Call	Incident response	Insights & Implications
24 x 7 Call centre	**Breach Coordinator**	**Specialists**	

• Receive first notification of a loss from a client • Appoint a Breach Coordinator to manage the incident	• Gather relevant information – "Fact Find" • Initial advice /immediate action plan • Engage specialists to initiate response • Provide full coordination and project management • Communicate and action to conclusion	**Forensic**	• Investigate and determine the scope of the breach • Advice on next actions	• **High speed of response** to incidents is essential, requiring a global operating call centre to support clients 24x7.
		Cyber breach response	• Resolve and report • Evaluation of loss • Preservation of data	• **Forensic investigations** are the most important services in breach response: - This identities, the scope and impact of breach, **affecting the scale and complexity of remediation plan associated costs.**
		Notification	• Draft notification letter • Deliver notifications • Operate hotline and draft script	
		Legal	• Access/prevent litigation • Representation if sued • Filed response	• **Good coordination between specialists** would help to deliver a holistic and smooth breach response solution to clients. This require an efficient and effective operating model, which is further described as part of the broader crisis management proposition.
		PR	• PR response	
		Stakeholder management	• Data protection, government, regulator, police etc.	

APOLLO