

IMMERSIVE LABS PARTNERS WITH KROLL TO DELIVER REMOTE CRISIS EXERCISE TO THAILAND BANKING



INDUSTRY

Banking

REGION

APAC

CHALLENGE

- Facilitate a scalable and accessible tabletop exercise
- Create a bespoke crisis simulation scenario suitable for the Thai banking community
- Engage with exercise participants and measure their decision making

RESULTS

- 27 banks participated simultaneously
- 436 individuals engaged on the companion app
- 2,620 decisions recorded

ORGANIZATIONAL BACKGROUND

ThaiCERT is the Computer Security Incident Response Team (CSIRT) for Thailand, and the official point of contact for dealing with computer security incidents in the Thai Internet community. It collaborates with the Thai public and private sectors, academia, ISPs and other relevant entities to handle computer security incidents in Thailand.

CHALLENGE

Kroll, in partnership with Immersive Labs, was asked to design and deliver an incident response tabletop exercise to the Thai Banking CERT (TB-CERT) and its 27 member banks. Tabletop exercises would normally be delivered face to face in a boardroom environment. However, in order to share the learning with hundreds of people within the sector – and also taking into account pandemic travel restrictions – TB-CERT required the exercise to be delivered remotely.

“Realistic simulation of current threats is the only way to test and improve response readiness, and to ensure that the impact of a real attack is minimized. Immersive Labs’ innovative platform, combined with Kroll’s extensive experience, provides the closest thing to replication of a real incident – all within a safe virtual environment.”

– Paul Jackson, Regional Managing Director, APAC Cyber Risk, Kroll

“Our platform makes it possible for large numbers of business leaders to participate simultaneously in responding to cyber crises. Through our partnership with Kroll we were able to create and deliver a realistic scenario that tested the cyber readiness of the sector, providing the Thai Banking CERT with data to improve its preparedness and incident response decision making.”

– James Hadley, CEO and Founder, Immersive Labs

TB-CERT tasked Kroll to prepare an exercise that challenged a diverse group of individuals and teams to handle a third-party data breach. This had to provide engaging content that incorporated CISOs, IT operations and contact center staff. At the same time, participants needed to learn how non-institutional bodies, such as TB-CERT, are involved in such crisis events.

SOLUTION

TB-CERT delivered a successful event alongside Kroll’s security risk team by developing a crisis scenario that was delivered using Immersive Labs’ Cyber Crisis Simulator. The process took less than one month from start to finish.

To create a scenario that met TB-CERT’s brief and could be delivered remotely to participants, Kroll conducted a series of interviews with TB-CERT and analyzed existing documentation. The design process was a collaborative effort between TB-CERT, Kroll and Immersive Labs. Stakeholders were able to review the rapidly evolving scenario and make changes in real-time, speeding up the process.

Immersive Labs’ Cyber Crisis Simulator ultimately provided a fun, engaging approach to presenting crisis exercises. TB-CERT facilitators were able to guide online participants through injects and options, developed by Kroll, that impacted the story and drove discussion. A small group was selected to speak during the call to discuss and share its expert views regarding each inject while others listened in, sharing their opinions through the Immersive Labs companion app. This allowed individuals to join the exercise and record their decisions independently. All responses were recorded, and the data was shared with TB-CERT for post-event analysis.

BENEFITS

A well-designed crisis exercise led to engaging discussions and an array of opinions, which in turn uncovered areas for further learning and development. The gamified online approach to crisis exercising allowed over 650 people to participate simultaneously, which would not have otherwise been possible. Analysis of responses was available immediately following the event to uncover areas of uncertainty and give participants feedback on areas of improvement.

Immersive Labs is the world’s first human cyber readiness platform.

Our technology delivers challenge-based cybersecurity content developed by experts and powered by the latest threat intelligence. Our unique approach enables businesses to battle-test and evidence their workforce’s preparedness to face emerging cyber threats.