

Crisis management – training, practicing and testing

Janika Tarkoma

JOINT UNECE/EUROSTAT WORK SESSION ON
STATISTICAL DATA CONFIDENTIALITY 2019

Content

- Guidelines
- Education for personnel
- Training
 - Copy – paste -mistake
 - Congratulations, you're a winner!
 - In Finland we have this thing called TAISTO
 - Tailored training for Statistics Finland
- Lessons to share

Guidelines for crisis management

- General guidelines for government agencies
 - General guidelines covering topics from general awareness to specific topics
 - Publicly available information
 - Common baseline for each agency
- Statistics Finland's guidelines
 - General guidelines including risks from delay in statistics release to data security attacks and physical environment risks
 - Comprehensive crisis communication guidelines
 - Specific guidelines for different disturbance situations

NÄIN TOIMIT HÄIRIÖ- JA KRIISITILANTEISSA

KRIISI

KIELTEINEN JA ODOTTAMATON TAPAHTUMA, JOKA VOI VAARANTAA TK:N TOIMINTAKYVYN TAI MAINEEN.



HAVAINTO

voi olla esim.

- tietovuoto
- vahingollinen somekeskustelu
- virhe tilastotuotannossa
- palveluhyökkäys
- laaja verkkohäiriö

TUNNISTA ROOLISI KRIISITILANTEESSA

OLE AVOIN.

Tapahtunutta ei voi estää, mutta voimme välttyä lisävahingoilta.



ILMOITA

- johtajalle tai esimiehelle, kun epäilet kriisin mahdollisuutta
- varmista viestin perillemeno

OLE NOPEA JA JOHDONMUKAINEN.

Mitä ripeämmin toimit sitä helpompi on saada tilanne hallintaan

KIRJAA YLÖS HAVAINTOSI JA



Education

- General education for government agencies
 - Study material on data security and disclosure control including videos and test – mandatory for all civil servants
 - Eoppiva – wide range of education for civil servants
- Statistics Finland's education
 - Orientation
 - Courses as a part of the internal training
 - Short courses on changes in legislation, guidelines etc.

Copy – paste -mistake

- A diagram was copied to a presentation with microdata included and this microdata set included direct identifiers
- Search engines were able to read the microdata from slide sharing database
- Information was deleted from web before public announcement and further precautions were available
- Human errors will occur
- Have safe environment for informing these errors

Congratulations, you're a winner!

- Traditional email scam with pay only postage fee for your award.
- Email in Finnish linked to look-a-like webpage with traffic encryption.
- Email address and webpage address nonsense

- Importance of informing personnel and citizens

In Finland we have this thing called TAISTO

- Voluntary based security and data protection management training for government agencies
- Simulation of a data security breach
 - Personnel information hacked
 - Hacked information is published
 - Media, including tv-reporters, request details
- Importance of information sharing and being well prepared
 - non speculating press releases

Tailored training for Statistics Finland

- Simulated trainings on media and government connections and another on internal and governmental coordination
- Need for simple situation specific lists in addition to comprehensive guidelines
- Importance of easy to check **current status** information
- Stick to facts in press releases and interviews

Lessons to share

- Effective training – both general awareness and simulations
- **STAY CALM**
- Clear **responsibilities** and up-to-date contact information
- **Current situation** updated and available for all
- Internal and external **communication** should be efficient
- **Log all the actions**
- **Summary** and analysis/feedback afterwards – learning purposes



Thank you!