

SUCCESS STORY

Immersive Labs Partners with Kroll to Deliver Remote Crisis Exercise to Thailand Banking CERT



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 Thai public and private sectors, academia, internet service providers (ISPs), and other relevant entities to handle computer security incidents in Thailand.

Challenge

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

TB-CERT tasked Kroll to prepare an exercise that challenged a diverse group of individuals and teams to handle a third-party data breach. The exercise demanded engaging content relevant to CISOs, IT operations, and contact center staff. Simultaneously, participants needed to learn how non-institutional bodies, such as TB-CERT, are involved in such crisis events.



INDUSTRY: BANKING
REGION: THAILAND

CHALLENGE

- Delivering tabletop exercise remotely and at scale

RESULTS

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

OUTCOMES

- Benchmarking workforce cyber capabilities against other organizations and the industry
- Driving improvement of cyber response in cross-functional teams

Solution

TB-CERT delivered a successful event alongside Kroll's security risk team by developing a crisis scenario 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 its 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 scenarios 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 expert views regarding each scenario while others listened, sharing perspectives 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 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 aspects of uncertainty and give participants feedback on areas of improvement.

Immersive Labs is trusted by the world's largest organizations and governments, including Citi, Pfizer, Daimler, Humana, HSBC, the UK Ministry of Defence, and the UK National Health Service. We are backed by Goldman Sachs Asset Management, Ten Eleven Ventures, Summit Partners, Insight Partners, Citi Ventures, and Menlo Ventures.

For more information, please contact sales@immersivelabs.com



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