



North Corridor Operation Crazy Train Cyber Tabletop Exercise After Action Summary Report

Overview

The RHPC's North Corridor met on March 5th 2018 to conduct a Tabletop Exercise (TTX) involving a cyber event affecting multiple agencies within the region.

A cyber event involving Hostage ware, Telephony Denial of Service (TDOS), and an overtaking of a facilities Computer Automated Facilities Management System was affecting various agencies in different ways across the corridor. Participants were introduced to an escalating scenario which allowed for both group and open discussions across multiple disciplines.

The following objectives were covered:

- Assess the preparedness of response staff to respond to and manage cybersecurity incidents.
- Test disaster recovery operations and procedures.
- Test internal and external processes for identifying and notification of cyber security incidents.
- Down time and Data Recovery procedures/operations.
- Determine the continuity of essential services.
- Identify the affected systems and the vulnerability of other systems.

Major Strengths

The major strengths identified during this exercise are as following:

1. Continuity of Operations Planning (COOP)
2. Close partnership base for information sharing and organizational coordination.
3. Collaboration during the discussions provided for future partnership development amongst the players.

Primary Areas for Improvement

Opportunities for improvement were identified as:

1. Information sharing should occur externally across the region to all partners.
2. Upline information sharing to include State and Federal levels.
3. Refinement of down-time procedures.
4. Staff training at all levels to include implementing phishing attack exercises.

Corrective Actions

The following Corrective Actions were identified:

1. Down Time procedures to be reviewed and incorporate back up form training for staff.
2. Identify needed Down Time Forms and ensure kits are developed for maintaining traditional records.
3. Incorporate external partners and vendors into the facilities existing plans.

Participating Agencies

The following agencies participated in the Tabletop Exercise:

1. Nacogdoches County Emergency Management
2. Nacogdoches City
3. Angelina Cities and County Health District
4. CHI St Luke's Livingston
5. CHI St Luke's
6. Hospice in the Pines
7. CHI St Luke's Hospice Operations
8. Davita Livingston
9. Willowbrook Nursing
10. Garrison Nursing Home
11. Jasper Newton Sabine Emergency Management
12. DETRAC
13. Texas Department of State Health Services
14. Dogwood Trails
15. Tyler County Hospital
16. Castle Pines
17. The Surgery Center of Nacogdoches
18. CHI System
19. Tyler County Emergency Management
20. Sabine County Hospital
21. CHI St Luke's HM
22. Heart to Heart Hospice
23. Timberidge Health and Rehab Center
24. Huntington Healthcare
25. PHI AAR Medical
26. Jasper Newton County Public Health District
27. Rayburn Healthcare and Rehab
28. SETRAC