Case Study:
Tabletop Exercises

Client Profile

Business: At-home Nursing Provider

Size: 729 Employees

Industry: Healthcare

Compliance: NIST 800 171, HIPAA

Key Metrics

Data speaks louder than words, so we selected a few points of interest to help tell the story:

9

Client employees engaged in the tabletop, representing multiple org chart tiers

23

Specific recommendations in the post-exercise findings report to help the client improve overall readiness

CHALLENGES

A large at-home nursing provider that uses our virtual chief information security officer (vCISO) services had not previously conducted any incident readiness planning. Our assigned vCISO identified this gap and recommended a multi-scenario tabletop exercise to increase awareness about the client's preparedness to manage a security incident.

SOLUTIONS

Our vCISO organized tabletop exercises to simulate two distinct incident scenarios. One scenario involved emulating a ransomware attack, while the other focused on extended network downtime due to a major weather event. Members from the client's IT department and senior leadership team participated in this 3-hour in-person engagement. During the exercises, scenarios were presented, and attendees discussed how they would respond. As the exercises progressed, new information was introduced, requiring participants to make real-time decisions. The vCISO documented the discussions and interactions to prepare a comprehensive findings report, which was delivered a few days after the exercises concluded.

RESULTS

1

The Importance of Advance Planning

The tabletop scenarios highlighted the importance of having incident response, business continuity, and disaster recovery plans in place in advance.

2

Communication is Key

The client discovered that, alongside understanding the specific technical actions necessary during an event, maintaining a smooth flow of communication between both internal and external parties is equally important.

3

Heightened C-Level Awareness & Readiness

The exercises reinforced the importance of proactive planning for senior leadership, strengthening internal communication, and improving overall incident response preparedness.