



SERVICE IT

SECURITY

Leonardo Lemes Fagundes

MSc. CRISC, CBCP, ISO 27001 LA

Sócio-Diretor

Gestão da Continuidade de Negócios para Além da TI

Leonardo Lemes Fagundes

MSc. CRISC, CBCP, ISO 27001 LA

leonardo.lemes@service.com.br

Parte #1

Riscos e Lições Aprendidas



Global Risk Report 2021

- Economic
- Environmental
- Geopolitical
- Societal
- Technology

9/11

A timeline

The catastrophic attack on New York's World Trade Center altered the course of U.S. history. In addition to being a brazen, tragic act of terrorism, 9/11 was also one of the most covered media events in history.

Here is what happened on that fateful morning of September 11, 2001.

8:49 The first report of an incident at WTC crosses the AP newswire. Moments later, numerous cable news outlets cut away from programming to cover the story

8:20 An accidental transmission is received from Flight 11, confirming suspicions that the flight had been hijacked

Many of the surrounding buildings were also either damaged or destroyed as the towers fell

On a typical weekday, an estimated 50,000 people worked in the WTC complex and another 140,000 passed through as visitors

This Marriott Hotel was destroyed when the north tower collapsed

Flight	Airline
11	American Airlines
175	United Airlines
77	American Airlines
93	United Airlines

9:05 President Bush is about to begin reading *The Far God* to students when Chief of Staff Andrew Card interrupts with news of the second plane impact

9:21 All bridges and tunnels into Manhattan are closed

9:45 U.S. airspace is shut down; all operating aircraft are ordered to land at the nearest airport

Here are just a few of the tenants at the WTC during the time of the attack:

Port Authority of NY and NJ
Bank of America
Verizon
NYSE
Morgan Stanley

9:00:00

9:03 Flight 175 crashes into the south face of the South Tower

8:46 Flight 11 crashes into the north face of the North Tower

8:30:00

9:30:00

9:37 Flight 77 crashes into the western side of the Pentagon

10:00:00

10:03 Flight 93 crashes in a field in Somerset County, Pennsylvania after fighting between hijackers and passengers

9:59 The South Tower of the World Trade Center collapses

10:30:00

10:28 The North Tower of the World Trade Center collapses

FLIGHT 77

THE PENTAGON

10:50 A portion of the Pentagon collapses due to fire

11:00:00

10:53 Defense Secretary Donald Rumsfeld orders the U.S. military placed at DEFCON 3

12:00:00

12:15 The airspace over the contiguous United States is clear of all commercial and private flights

13:00:00





CRISIS



Cadeia de Suprimentos & Riscos (cibernéticos)























Lições Aprendidas

Lição #1:

Lição #2:

Lição #3:

Lição #4:

...

Lição #n:



Parte #2

Práticas de Continuidade de Negócios

Práticas ...



- **Gestão e Iniciação do Programa**
- **Análise de Riscos**
- **Análise de Impacto no Negócio**
- **Estratégia de Continuidade de Negócio**
- **Resposta a Incidente**
- **Desenvolvimento e Implementação dos Planos**
- **Treinamento e Conscientização**
- **Exercício, Avaliação e Revisão do PCN**
- **Comunicação de Crise**
- **Coordenação com Agências Externas**

WORLD
ECONOMIC
FORUM

*“A segurança cibernética não é
mais suficiente: as empresas
precisam de resiliência
cibernética”*

Fonte: <https://www.weforum.org/agenda/2021/11/why-move-cyber-security-to-cyber-resilience/>



ANADD



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