

PROJECT MANAGING THROUGH THE CYBERSTORM



**Project
Management
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KETTERING HEALTH**



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WAYS OF WORKING

HOUSEKEEPING



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**EACH SESSION
IS RECORDED**



**YOU WILL
RECEIVE A LINK
TO SLIDES AND
THE RECORDING**



Project Managing Through a Cyber Storm

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No Conflicts of Interest to Declare

Key Takeaways/Learning Objectives



Learn what tools and methodologies are useful during the "event".

Apply core project management disciplines to stabilize operations during an extended downtime.

Adapt communication and decision-making strategies when information flow is disrupted.

Use rapid prioritization to focus efforts on high-impact, time-critical tasks.

How to prepare for your next "event"

The Headlines



The Reality in the Chaos

What happens in the first hour / Project Management survival skills



DEVELOP
COMMUNICATION
STRATEGY TO ACTIVATE
DOWNTIME PROCEDURES,
ASSIST MARKETING, HR,
SUPPLY CHAIN, ETC



ORGANIZE THE
ESTABLISHMENT OF A
COMMAND CENTER OR
COMMUNICATIONS HUB
AND MOBILIZE KEY
LEADERSHIP
STAKEHOLDERS



GATHER INTEL ON WHAT
TECHNOLOGY IS AVAILABLE
FOR COMMUNICATING
INFORMATION



FACILITATE MEETINGS TO
DETERMINE HOW TO
MAINTAIN OPERATIONS
WITH CURRENT AND
FUTURE CUSTOMERS



CAPTURE AND
COORDINATE EXECUTION
ON IDEAS WITH VENDORS
WHO CAN BE LEVERAGED
TO HELP WITH INNOVATIVE
TEMPORARY SOLUTIONS

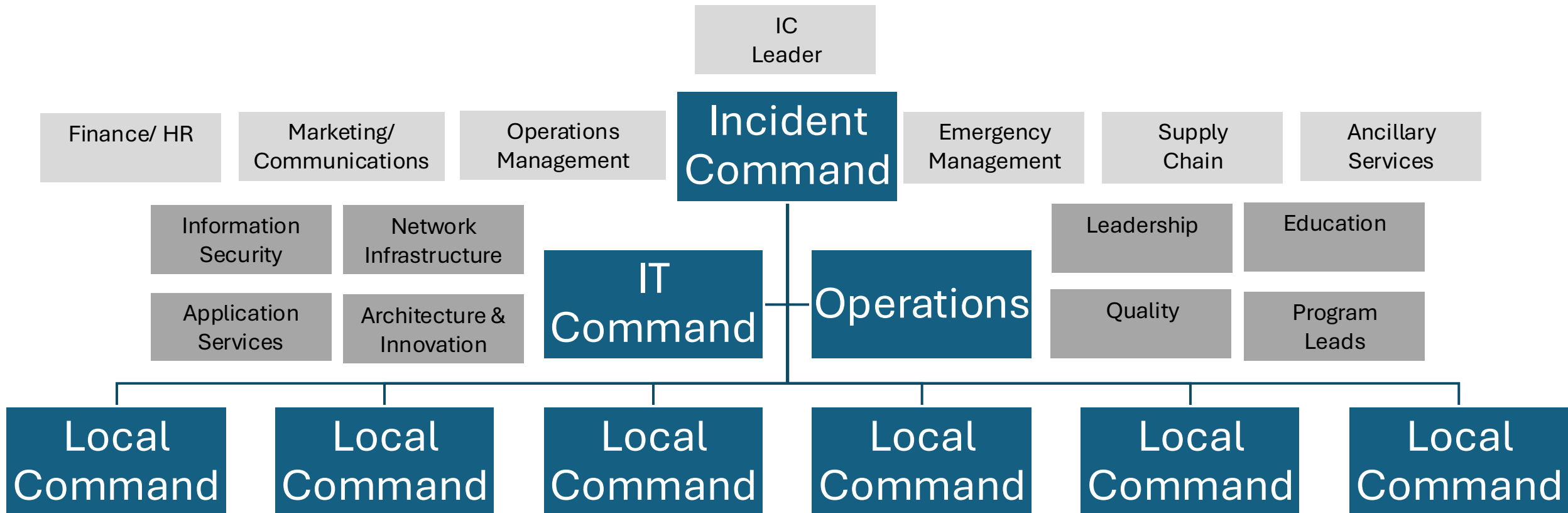


CREATE A PLAN TO
MOBILIZE IDLE STAFF AS
“RUNNERS” TO MAINTAIN
THE FLOW OF
INFORMATION FROM POINT
A TO POINT B



The Response Model

The core framework for managing the response



The Response Detail: Technical

The core framework for managing the response – Use untapped PM skills

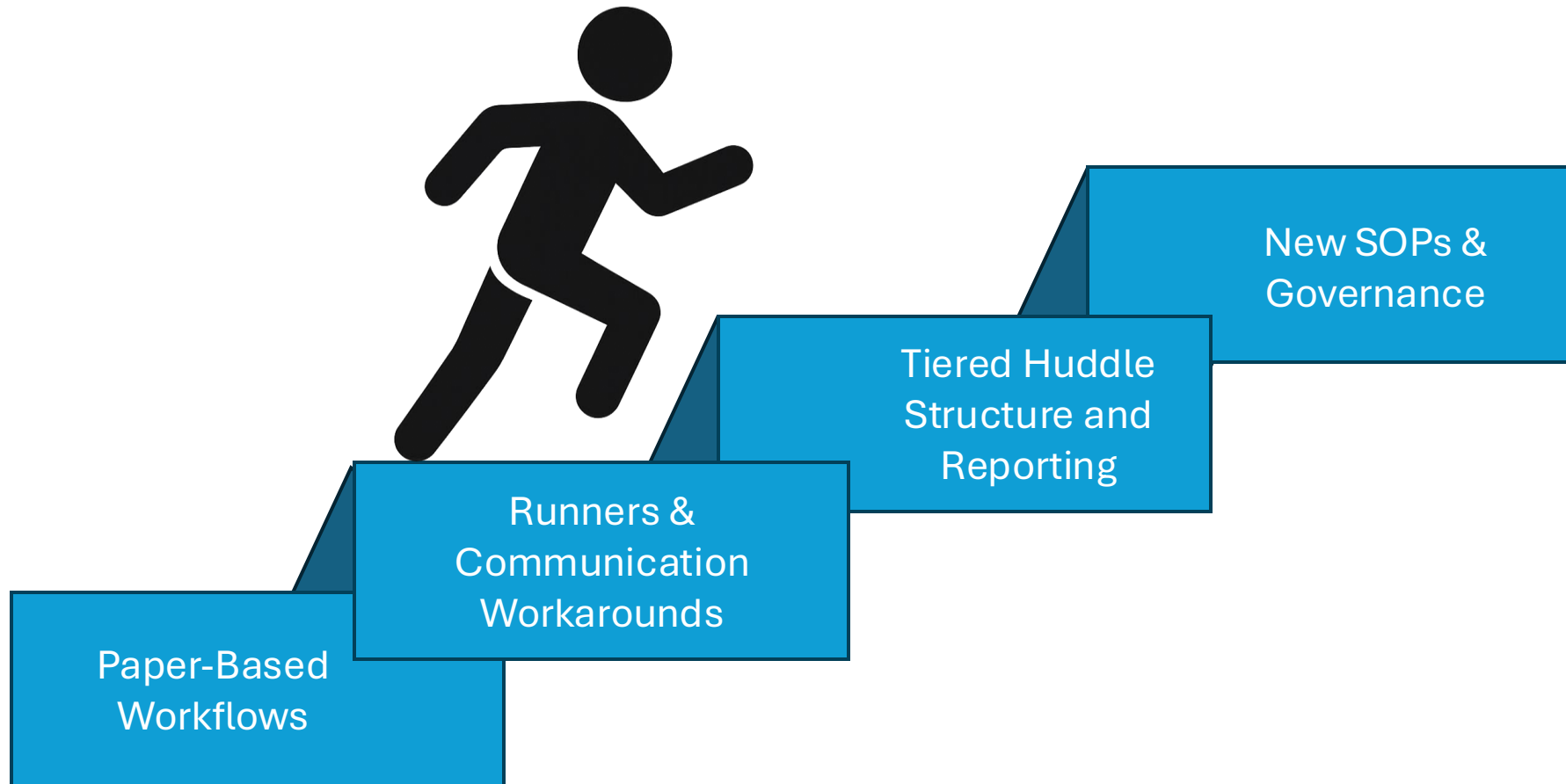


Open	Use	Prioritize	Devise	Prepare	Provide	Execute
Open a separate IT Command Center near main Command Center.	Use alternate technology (Cell phones and OMG PAPER!)	Capture the prioritization of services to be secured first.	Devise shifts for team members/ shift handoff procedures.	Prepare to leverage the vendor relationship.	Provide operations with any accessible data.	Execute a communication channel for tech updates to the Command Center.
GAP FILLER	ADAPT	FOCUS	FOMO	PARTNERS	CONNECT	INPUTS / OUTPUTS

S/ppts	Ed/Int	Inpt	Ed/Int	Inpt	Ed/Int	Inpt
Troy: 2	15	15	15	15	15	15
Soin: 6	115	119	3	24	114	
Greene: 0	2	2	1	5	1	
Main: 10	248	255	9	40	247	
MB: 2	63	62	3	17	59	
DAY: 10	141	145	10	31	141	
WT: 0	22	22	0	3	20	
HM: 1	63	583	0	19	58	
HH: 8	—	3	—	6	—	
PC: 3	—	2	—	4	—	
FS: 0	—	0	—	9	—	
MT: 0	—	0	—	4	—	
SP: 1	—	5	—	18	—	
Totals: (43)	(669)	611	187	640		

The Response Detail: Operational

The core framework for managing the operational response



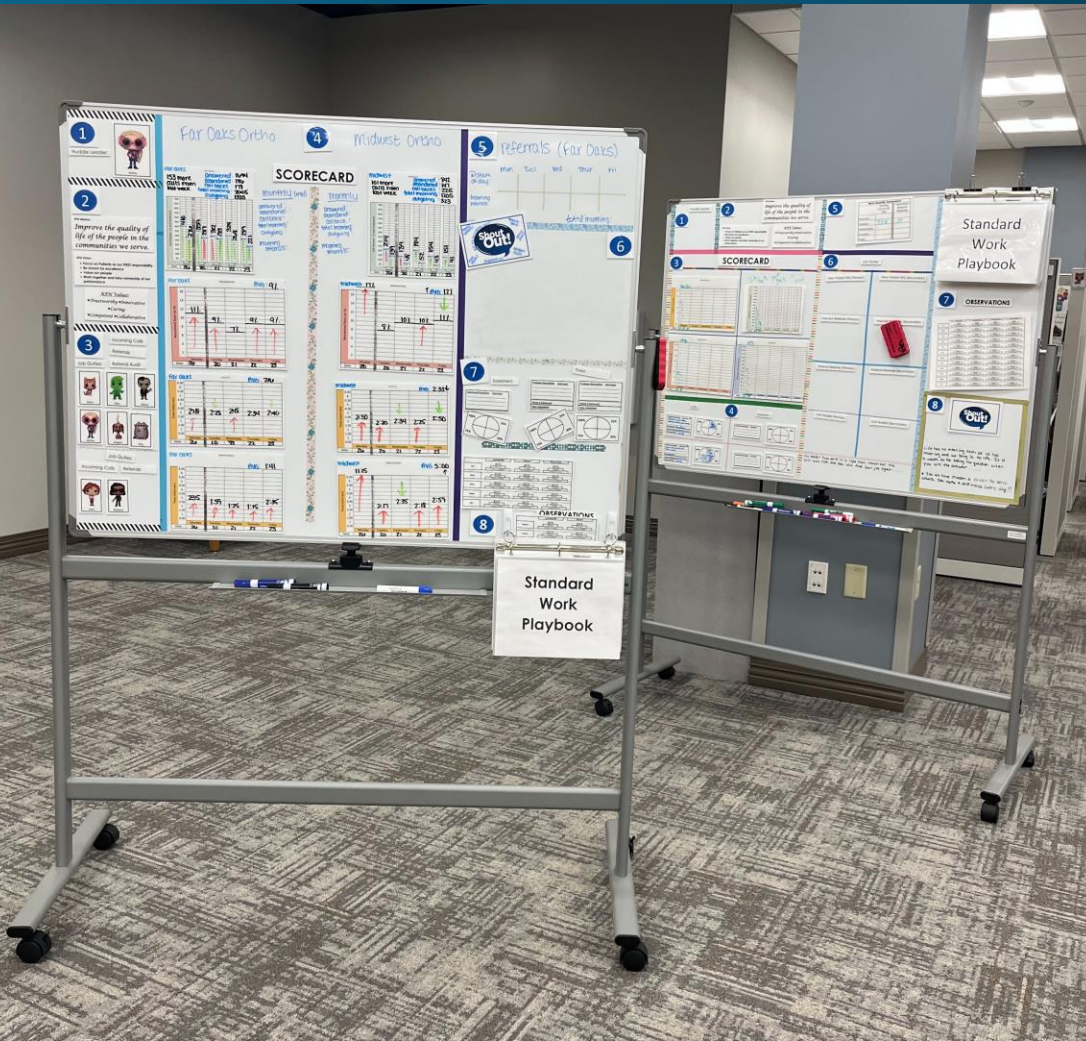
Tools & Tactics

Summarize the “grab-n-go” tools for crisis mode



What tools and methodologies were most useful?

- KanBan Boards (Do, Doing, Done)
- Alternate Business Software and Hardware
- Change Control governance and methodologies for downtime procedures
- Facilitation skills for defining/executing new WoW's
- Visualizations to prioritize recovery and operational tasks keeping in mind risk to safety, continuity of operations, and compliance



Keys to Operational Resilience

What to plan for before your next unplanned event



Downtime Prep

The foundation for confidence under pressure



Leadership Readiness

Driving confidence in the workforce



Decision Efficiency

Balancing centralized / decentralized decision making



Forms & Tools

Simplicity accelerates response



Leveraging Learnings

Adopting the systems that worked well



Continuity

Safeguarding service across the system



Coordination

Inclusion across services



Communication

Creating clarity through connection



Mapping the 5Ds

Your road to downtime resilience



#4. **Drill** like it's real

#5. **Deploy** your backup tools & tech

#2. **Define** your
communication
cascade

#3. **Develop** division-
specific action plans

#1. **Document** your disaster
stakeholders

Q&A



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THANK YOU!



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Appendix



Related ProjectManagement.com Articles



Links:

<https://www.projectmanagement.com/articles/876672/how-to-minimize-the-impact-of-disrupted-it>

<https://www.projectmanagement.com/articles/624350/will-you-be-ready-when-the-next-disaster-strikes->



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UP NEXT:

KEYNOTE: WAYS OF WORKING

THRIVING IN AN AI AUGMENTED PROJECT
WORLD
-ASHIMA SHARMA

SUMMIT 2025: Elizabeth LaForce
and Lisa Shivers



COMPLETE THE SURVEY TODAY
(11/8) FOR YOUR PDUS TO BE
REPORTED FOR YOU

TO SELF REPORT YOUR PDUS:
PDU ID: 0106I9JQBK
PDU TYPE: WAYS OF WORKING
GO TO PMI.ORG FOR SUBMISSION