

DISASTER & CYBER IMPACTS TO AIRPORTS

Program



VUCA

volatile

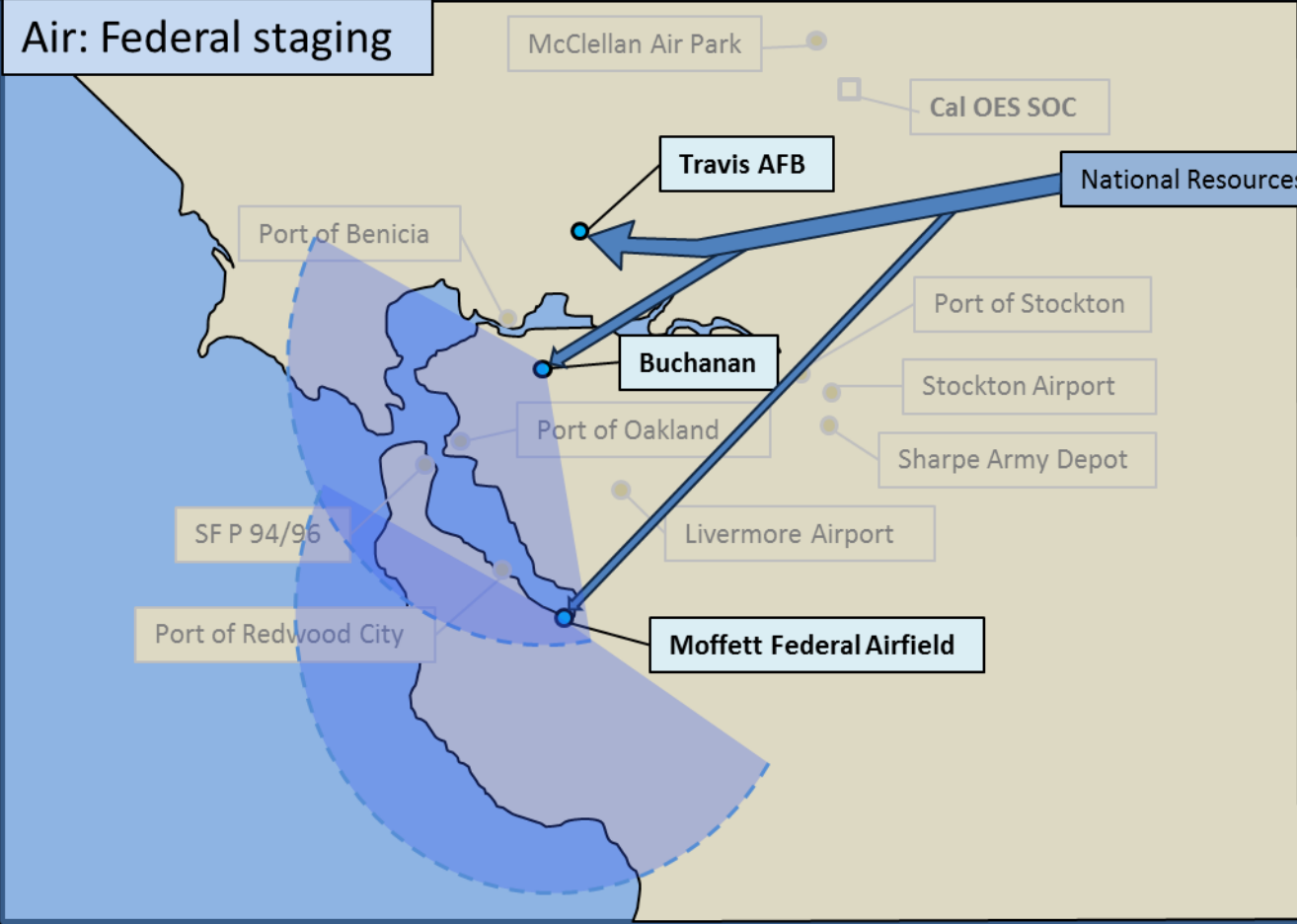
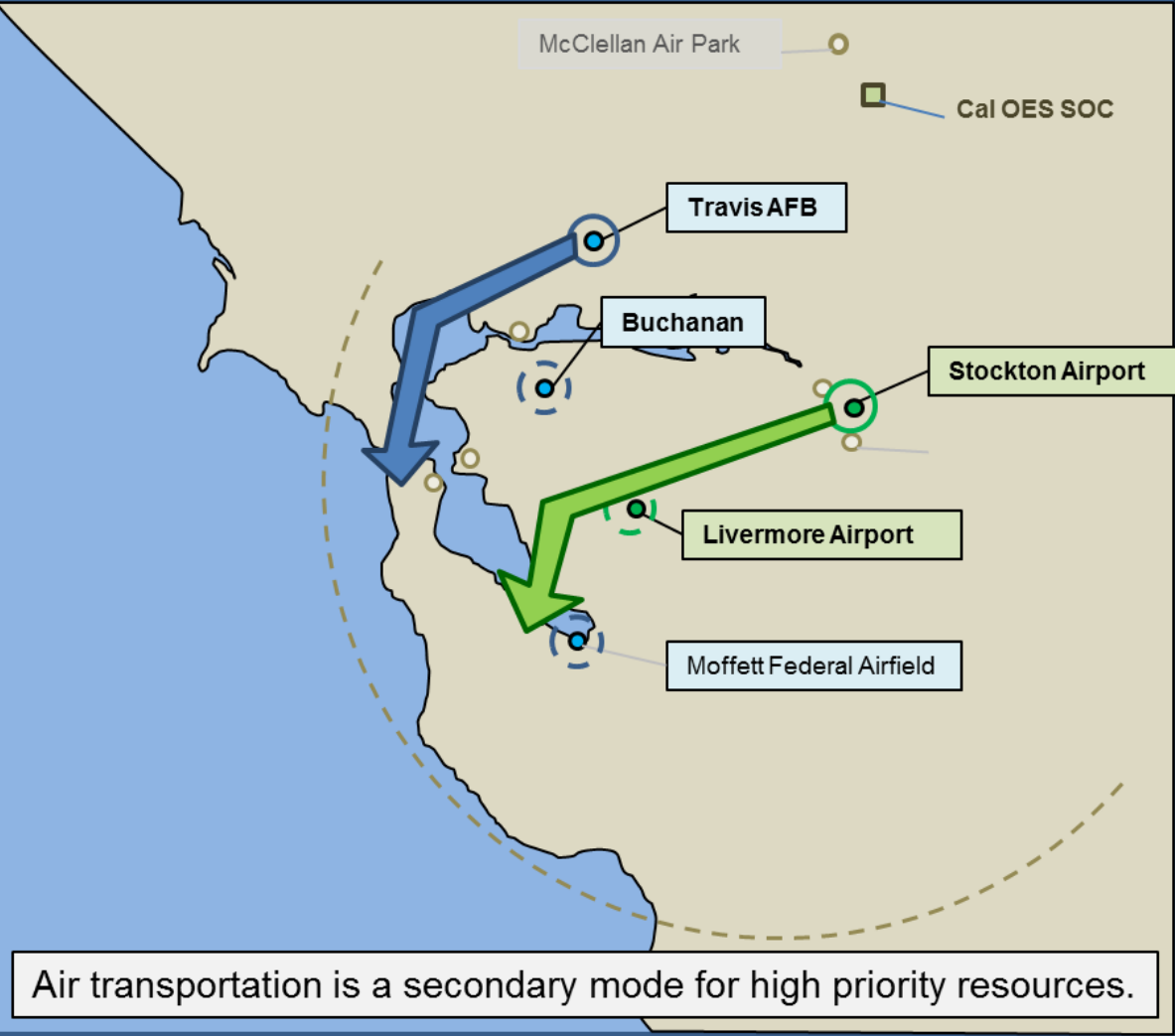
uncertain

complex

ambiguous

quality suffers
everything takes longer
you will be uncomfortable





Saipan

DigitalGlobe

A MAXAR COMPANY

Saipan

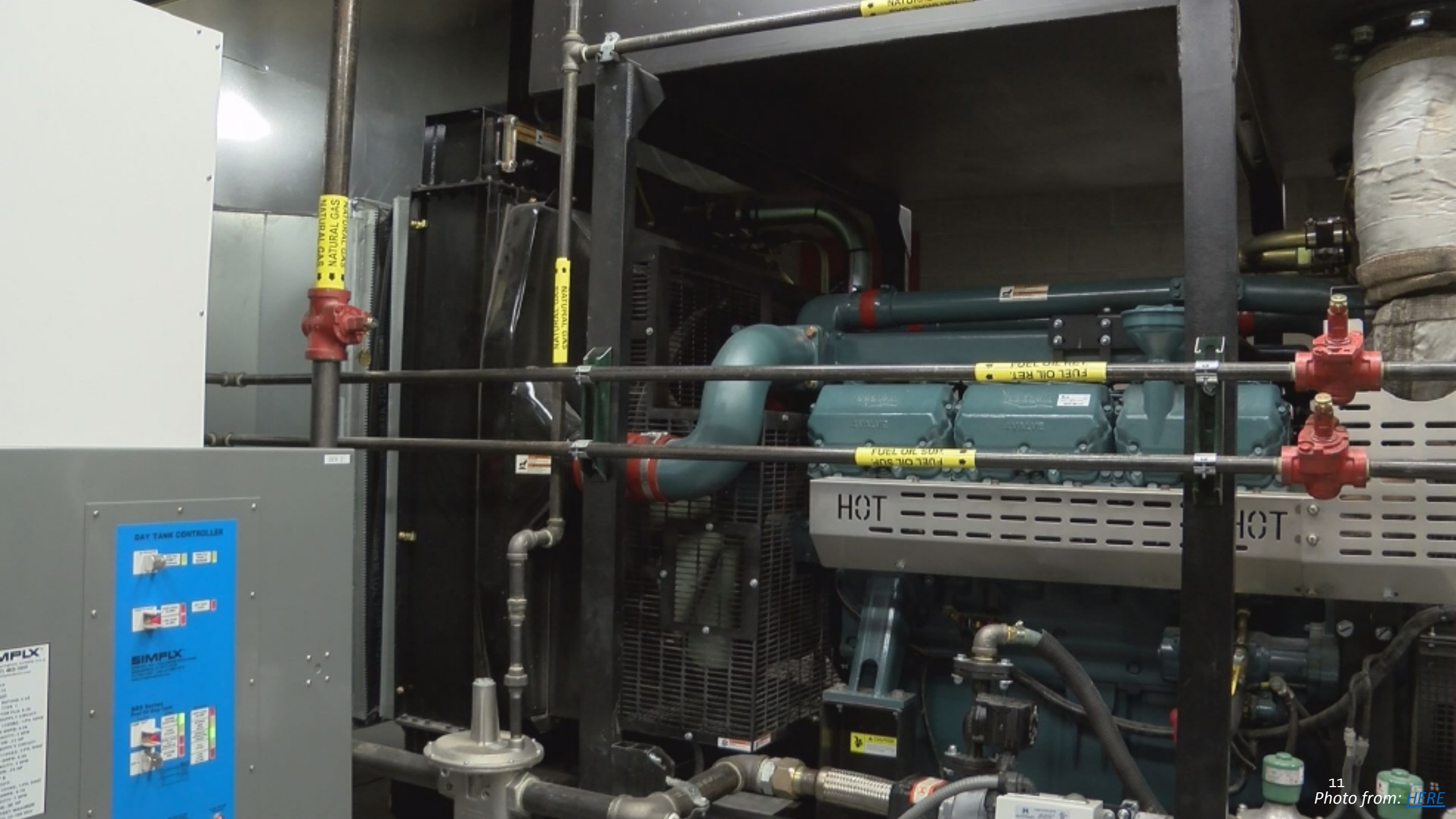
DigitalGlobe

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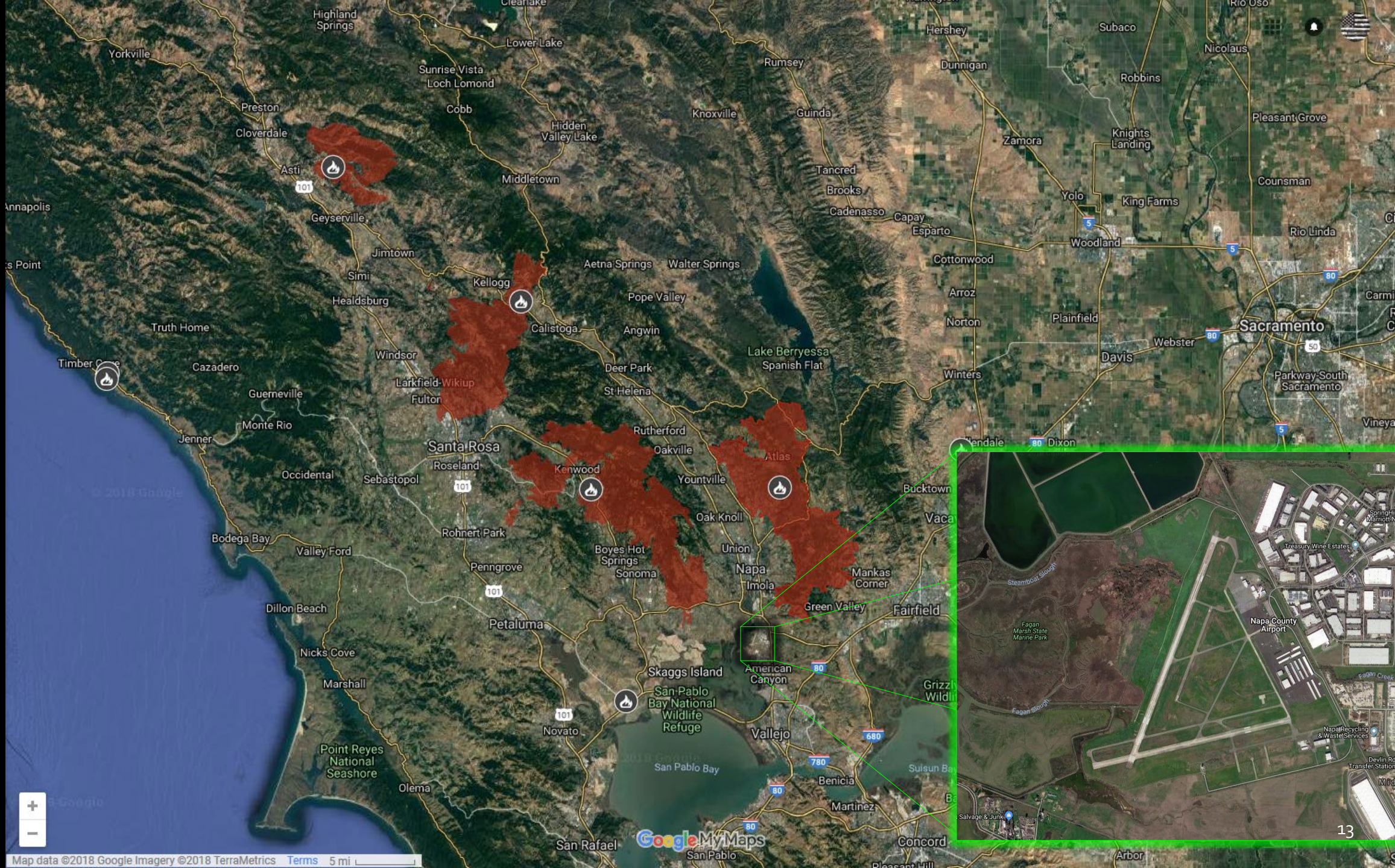
SATELLITE IMAGE ©2018 DIGITALGLOBE, A MAXAR COMPANY

















Transit Agency
not
operational

No transit
operators



cascading impacts

Event

Flood

First Order Impacts

Inaccessible Roads

Inaccessible Ramps and Runways

Second Order Impacts

Workforce cannot arrive at work

Hindered mutual aid support

Flights stop or are delayed

Third Order Impacts

Incurred Overtime for staff already at work

Accelerated disaster supply consumption

Increased crisis action planning requirements

X,XXX people are stranded

Reputation Management

Fourth Order Impacts

Potential for increased accidents or safety violations

Competing organization and disaster priorities

Increased consumption of commodities

Competing organization and disaster priorities



CYBER RISKS



50% users are phished each day

97% cannot identify real vs phishing

1 in 25 or 4% will click

1.2 million at 485 locations =
2,474 employees =
1,237 threats a day =
49 successful phishing attempts
each day
1/3 organizations are down over 8
hours

Bristol Airport, United Kingdom

FR505	08:05	DUBLIN	GATE 7	FINAL CALL BOARDING
EI3281	08:10	DUBLIN	27	BOARDING
BM1801	08:20	ABERDEEN	34	BOARDING
KL1050	09:20	AMSTERDAM	10	BOARDING
EZY6041	10:05	PALMA	25	BOARDING
TOM452	10:20	SANTORD	15	FINAL BOARDING
BM2003	10:35	BRUSSELS	34	
EZY6135	10:35	PARIS COPENHAGEN	11	Delayed 11:25
FR8248	10:35	FARO	11	FINAL BOARDING
EZY6139	11:30	TOULOUSE	12	BOARDING
FR8286	11:10	AUCANTE	13	FINAL BOARDING
BM1855	11:45	FRANKFURT		
EZY429	12:00	EDINBURGH		
FR3385	12:10	LIMOGES		
EZY6185	12:10	ROME		





British Airways ✓

@British_Airways

We are investigating the theft of customer data from our website and our mobile app, as a matter of urgency. For more information, please click the following link:





We are sorry but maerskline.com is temporarily unavailable

We confirm that some Maersk IT systems are down. We are assessing the situation. The safety of your business and our people is our top priority. We will update when we have more information.

We apologize for any inconvenience this causes you.

Maersk Line team

A modern, multi-story building at night, featuring a large glass corner and a red 'M' logo on the roof. The building is illuminated from within, and the surrounding area includes a street with cars and a pedestrian bridge. The sky is dark with some clouds.

\$900,000,000

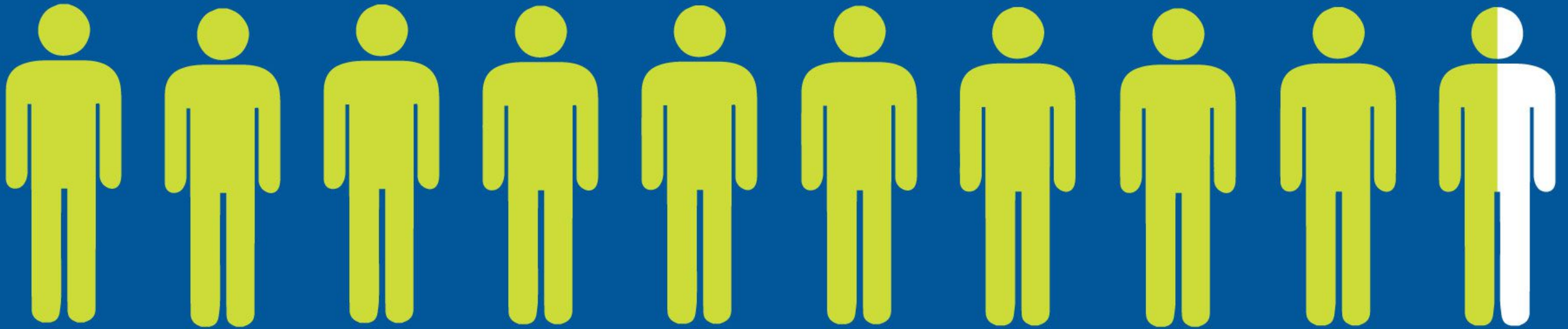
1,000 cyber attacks *on aviation
specific systems* each month in
2016

European Aviation Safety Agency

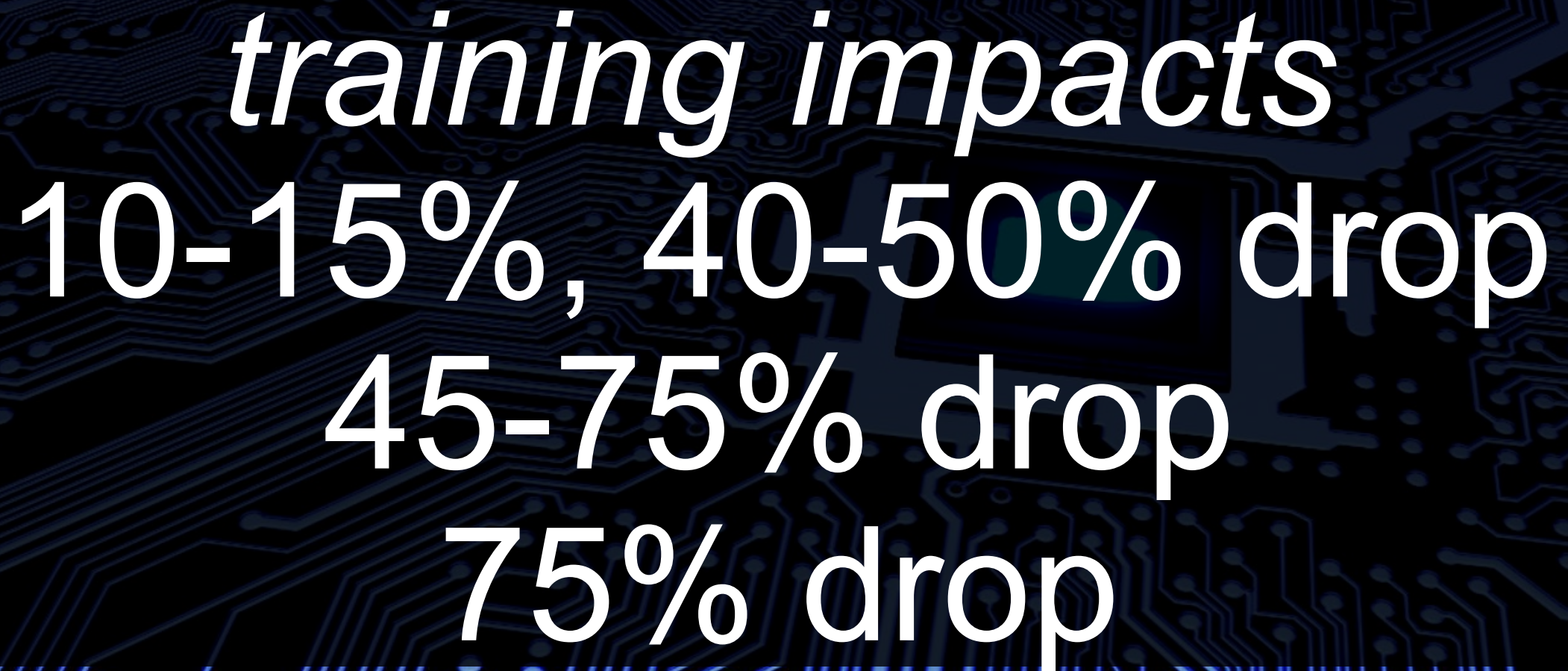
95%

of all successful cyber attacks
is caused by human error

Source: IBM Cyber Security Intelligence Index







training impacts
10-15%, 40-50% drop
45-75% drop
75% drop

train your staff
saturate the awareness message

think before you click

learn from other disasters
know your emergency manager

cascading impacts = **so what...**

pose questions to executive
leadership:
what if...?
could we...?
can we...?
how would we...?

LEAN FORWARD

DO NOT BECOME
COMPLACENT

“denial is not a valid strategy”

Mike Matthews, CBCP

US Department of Transportation

Office of Intelligence, Security, and Emergency Response



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