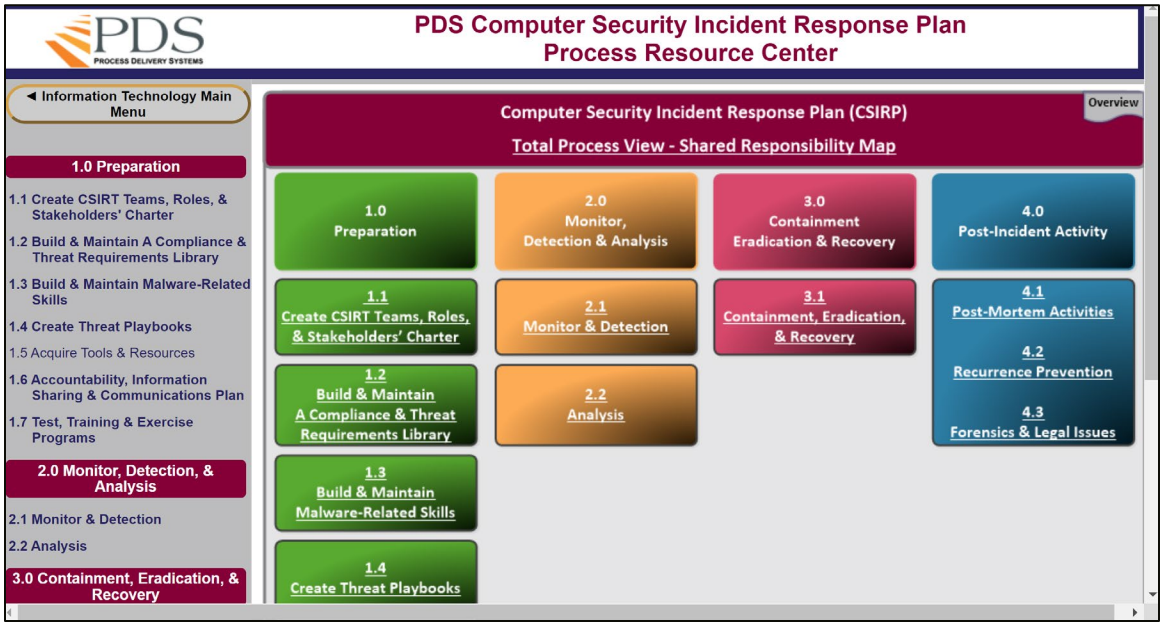
# 21st-Century Procedural Content Delivery

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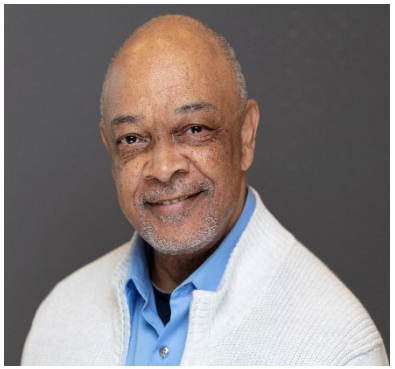
# About the Presenter

## Henry Draughon



- Former U.S. Navy Radar Intercept Officer F4-Phantom & Air Traffic Control Officer
- IBM
- Self-Employed
- Importance of 21st- Century Quality Procedural Documentation
- Process Accountability – End-to-End Communication is a Critical Success Factor

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# Critical Importance of Checklist & Process


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# Horizontal Fight

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# Going Vertical

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# This is Not a Sales Presentation

- Our 12 Years of Process Improvement Projects
- What Hasn't Worked
  - Projects without executive sponsorship
    - No process mindset – ad hoc, reactive, shoot from the hip
    - Intimidated by accountability
    - No budget
    - Silver bullet – Not continuous improvement
  - Not effectively managing process-opposed team members
  - Problem not identified, No ROI in sight
  - Responding to ad-hoc, inconsistent changes

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# Process Improvement Projects – What Has Worked

- Executive-Sponsored Projects
  - Recognize critical process and communications are broken
  - Easily identified financial/operation deficiencies in current processes
  - Executive is process-oriented
  - Desires improved accountability
- Team Leaders that are Process Receptive
- Use of Industry-Recognized Best Practices and Frameworks
- Clearly and Accurately Defining the Organization's Operational Framework

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# Eliminate Confusion in Complex Processes


**RCM Project Complete**
**Consultant Gone**


**Beat down – procedures won't get used**

**Disconnected technologies and data drain productivity**


**Lost information assets – something the company paid for**

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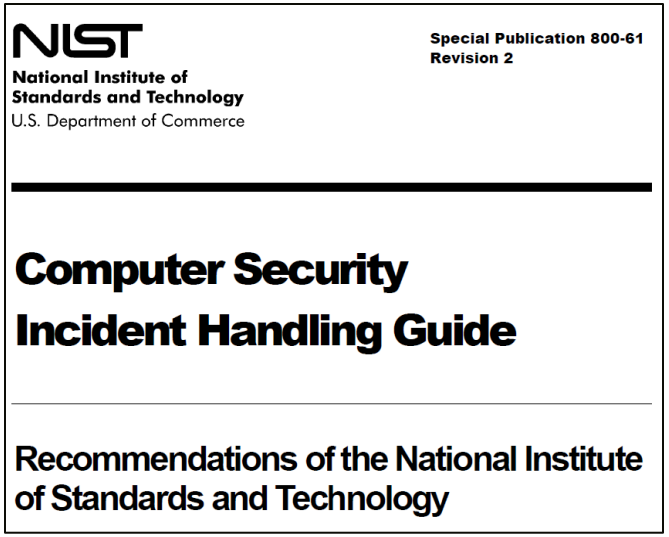
# Integrate Best Practices into Processes

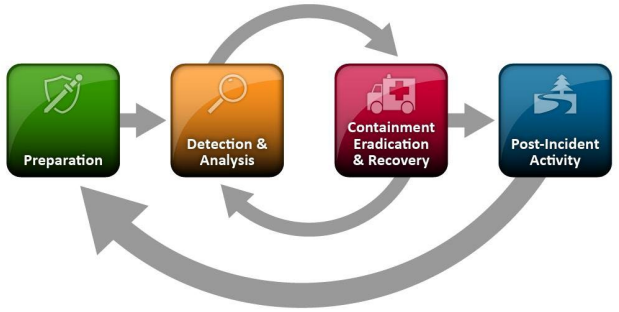
National Institute of Standards and Technology (NIST)

Part of the U.S. Department of Commerce

Special Publication 800-61 Revision 2 (NIST SP 800-61 R2)

Industry-Recognized and Widely Adopted Best Practice for Cybersecurity Incident Response

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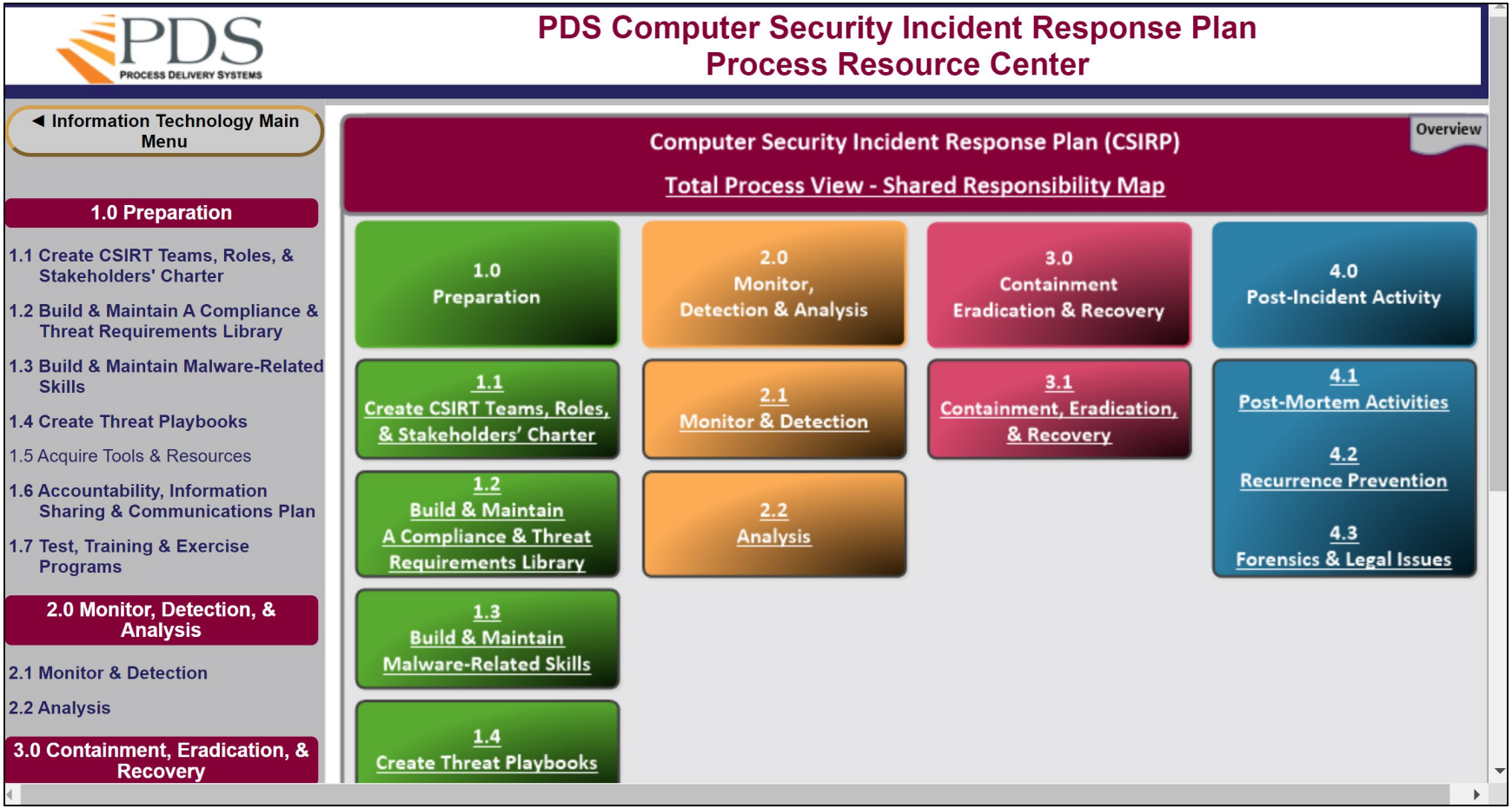
# Cybersecurity Incident Response Process Resource Center

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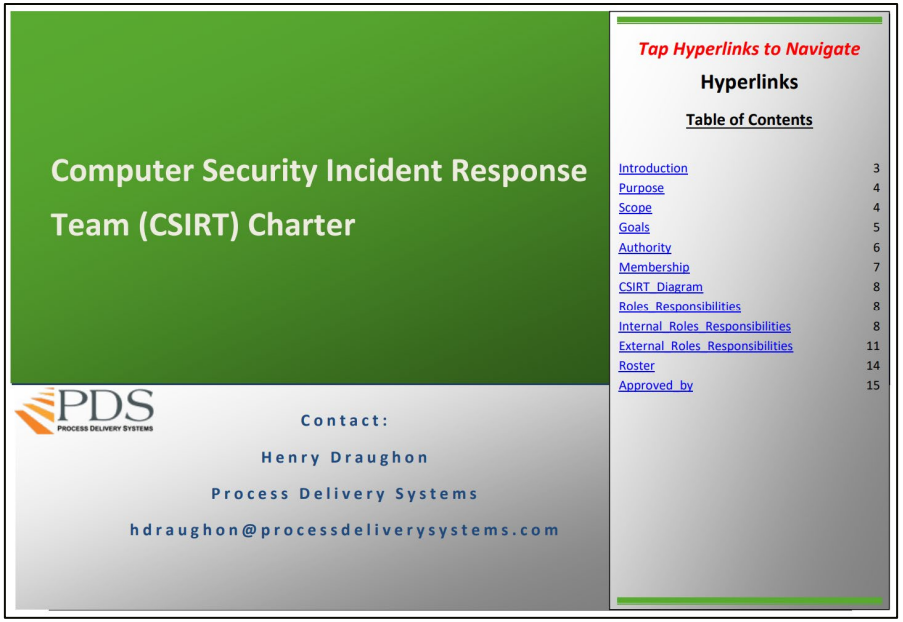
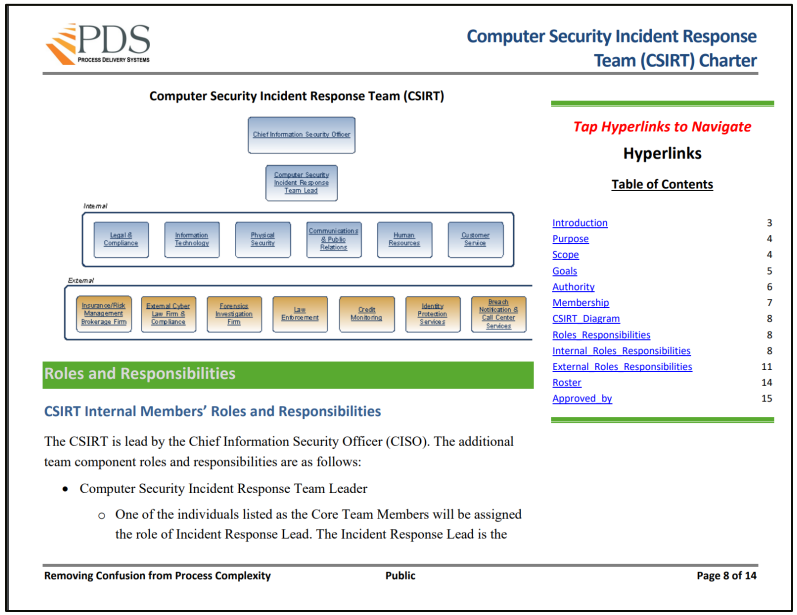
# E-Book Design for Fast Document Navigation

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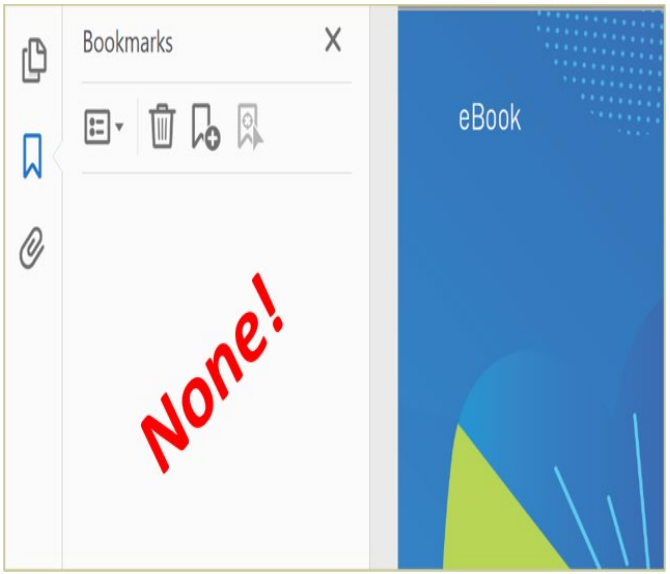
# Use Table of Contents and Bookmarks in Digital Documents

Tens of thousands of documents. Navigation issues include:

- No table of contents or bookmarks
- Table of contents with no hyperlinks
- Hyperlinked table of contents or bookmarks that tell you nothing about the content. For example:
  - Chapter 1
  - Chapter 2
- Table of contents on something other than page 1 or 2 (saw one with the table of contents on page 45)

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# Documentation Design for 21st-Century Workers

- **White Paper: 8 Seconds is All You Get**
  - https://www.processdeliverysystems.com/white-paper-8-seconds-is-all-you-get.html

**White Paper – 5 Digital Documentation Features for 21st-Century Workers**

**8 seconds is all you get!**

- ✓ 21st-century attention spans are shorter
- ✓ The efficient use of a worker's time is critical to their productivity
- ✓ 21st-century workers are mobile
- ✓ Many are working from home
- ✓ They're reading your digital documents on mobile devices

**Writers and publishers are using these digital document features to optimize that 8 seconds.**

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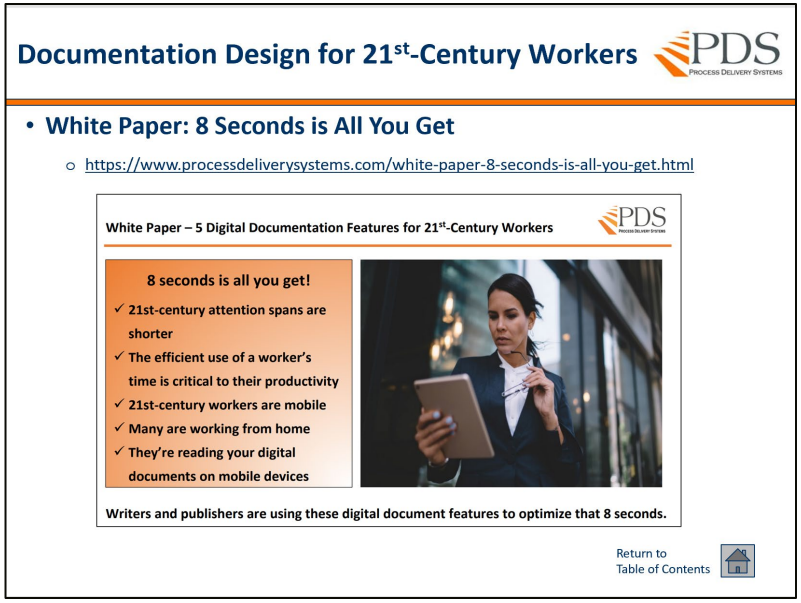
# Improved PowerPoint Document Navigation

- **This Presentation**
  - Hyperlinked Table of Contents
  - Return to Table of Contents Button Lower Left Corner
  - Produced Using Microsoft PowerPoint Action Buttons and Links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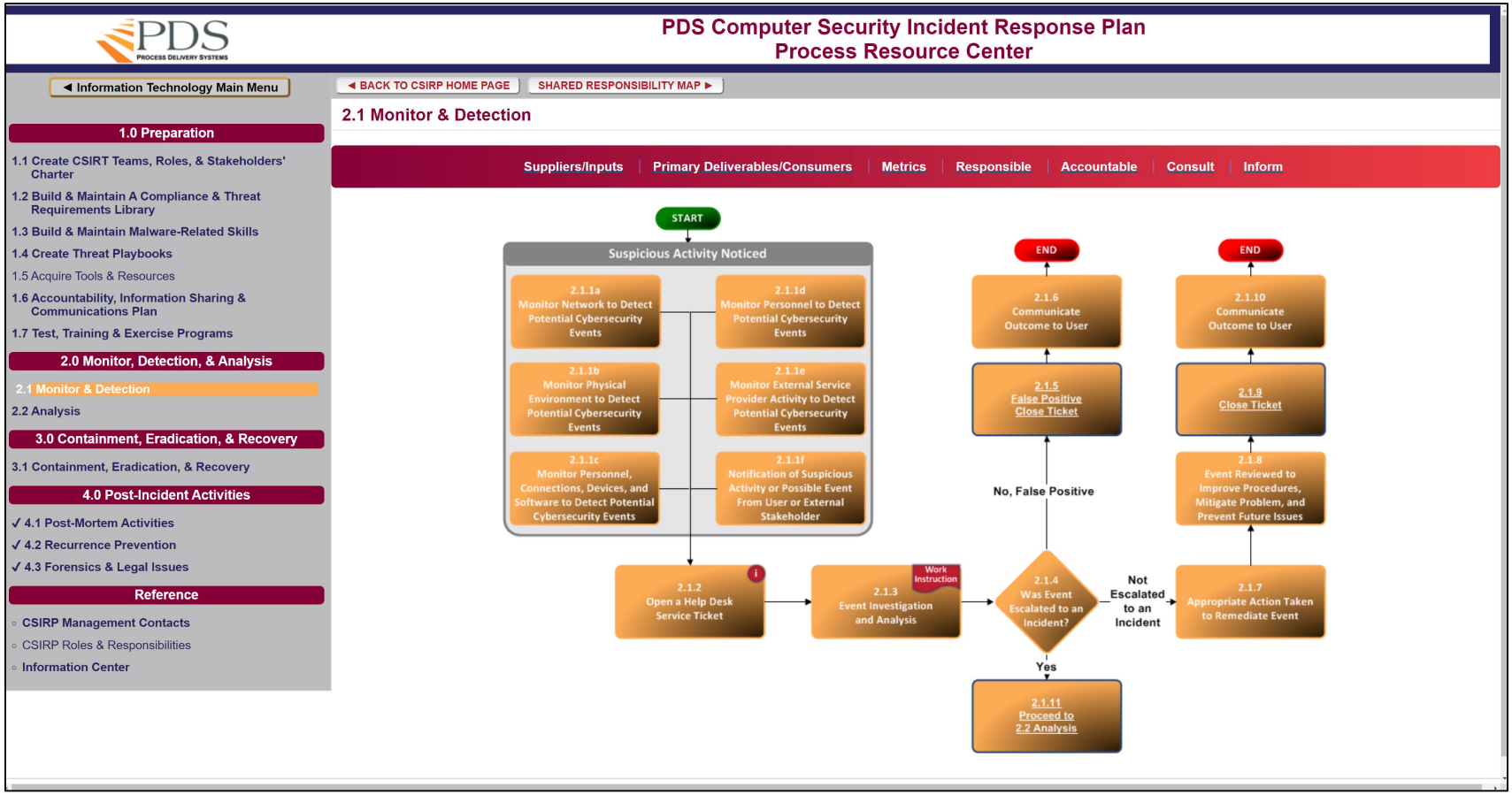
# Step 2.1 Monitor and Detection

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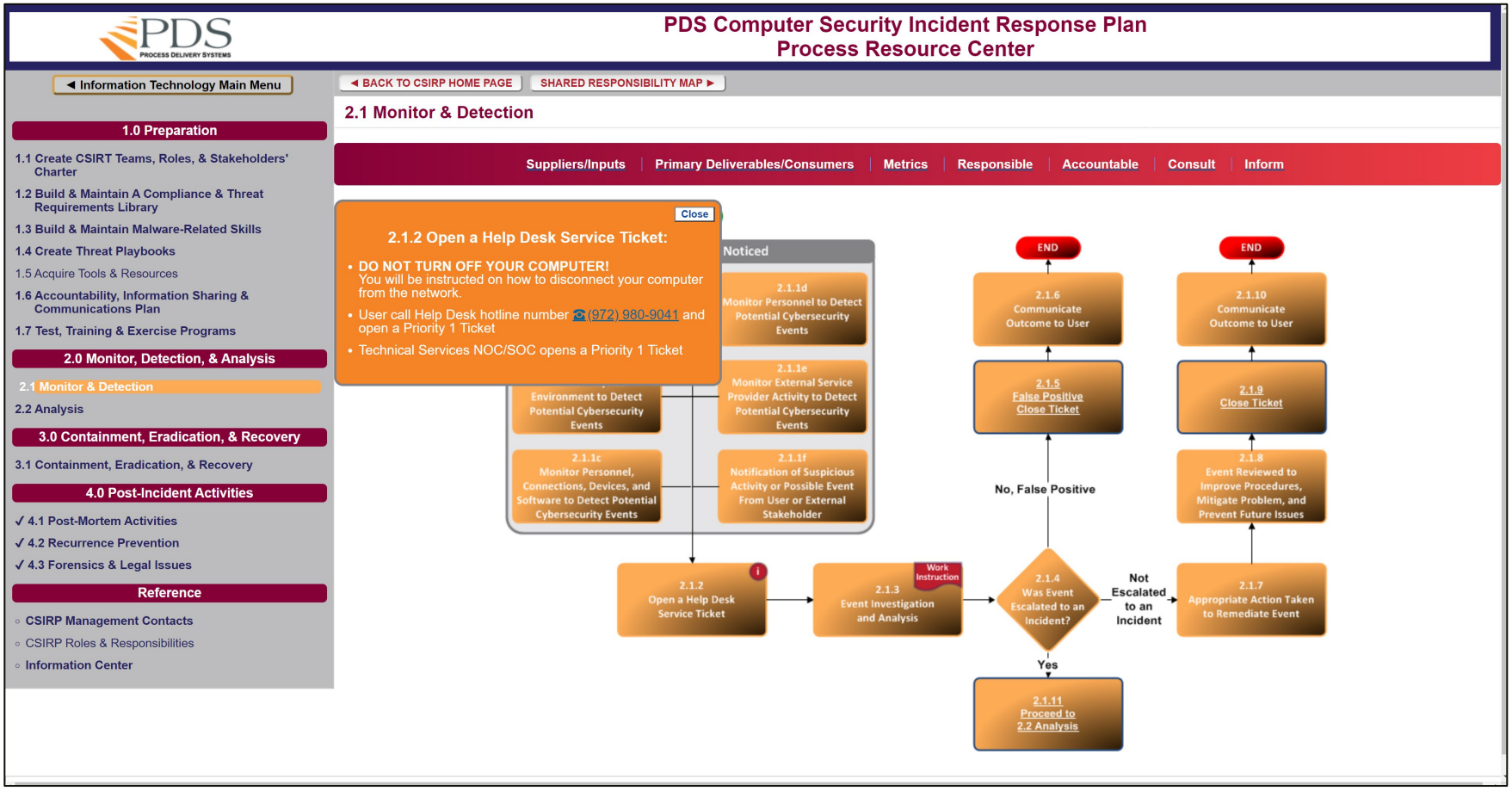
# Step 2.1 Monitor and Detection Information Panel

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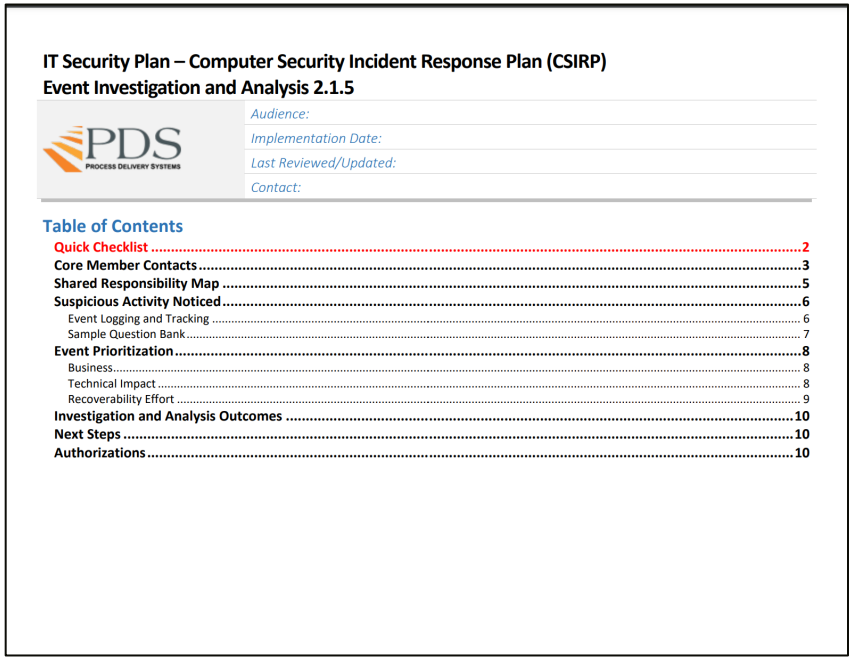
# Step 2.15 Work Instruction – E-Book Design



**IT Security Plan – Computer Security Incident Response Plan (CSIRP)**
**Event Investigation and Analysis 2.1.5**

*Audience:*
*Implementation Date:*
*Last Reviewed/Updated:*
*Contact:*

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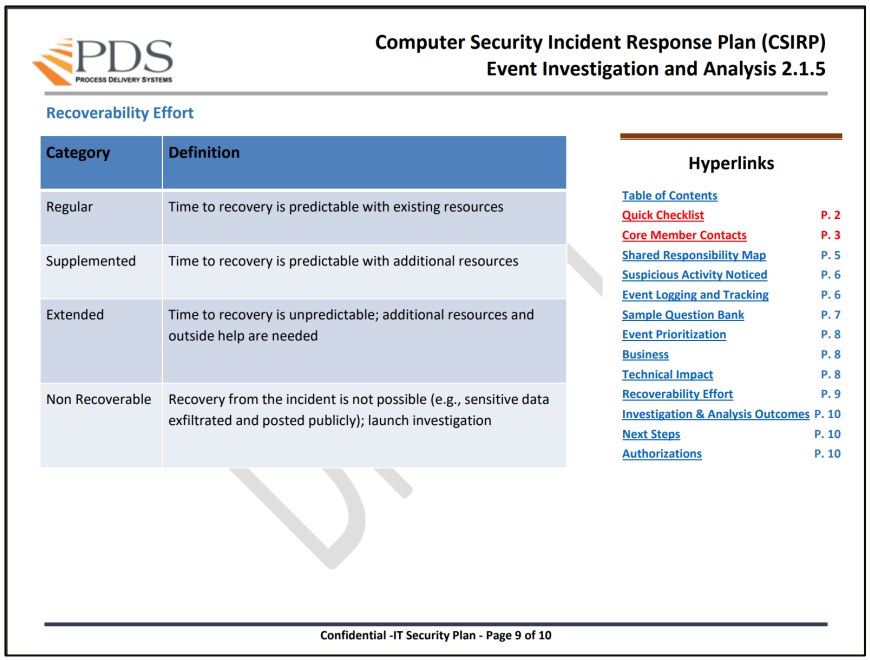



### Recoverability Effort

| Category | Definition |
|---|---|
| Regular | Time to recovery is predictable with existing resources |
| Supplemented | Time to recovery is predictable with additional resources |
| Extended | Time to recovery is unpredictable; additional resources and outside help are needed |
| Non Recoverable | Recovery from the incident is not possible (e.g., sensitive data exfiltrated and posted publicly); launch investigation |

**Hyperlinks**






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# Shared Responsibility Mapping

- **Visually Illustrates and Measures Process Accountabilities**
- **All Processes Receive Inputs**
  - Someone or Something (Could be a Process, Department, or External Entity) Is Responsible for Providing the Inputs According to Predefined Specifications
- **All Processes Create Outputs**
  - Someone or Something (Could be a Process, Department, or External Entity) Expects to Receive the Outputs According to Predefined Specifications

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# Suppliers, Inputs, Processes, Outputs, Customers


- **Suppliers**
  - Agree to the input specifications from the process team and provides the inputs to the process team according to those specifications
- **Inputs**
  - The specified resources provided to the process team
- **Processes**
  - The steps the process team will execute to create the outputs
- **Outputs**
  - The deliverables created by the process team that will be delivered to the customer/consumer according to specifications
- **Customers**
  - Expect to receive the outputs/deliverables developed according to predefined specifications by the process team

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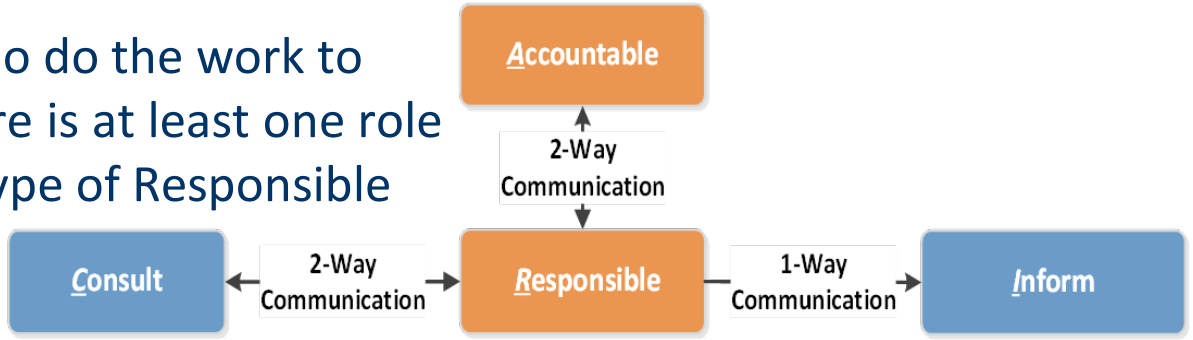
# *R*esponsible, *A*ccountable, *C*onsult, *I*nform

- ***R*esponsible**
  - (The Doers) Those who do the work to achieve the task. There is at least one role with a participation type of Responsible




- ***A*ccountable**
  - (The Buck Stops Here) The executive ultimately answerable for the thoroughness of the completed task and owns the budget
- ***C*onsult**
  - Those whose opinions are sought, typically subject matter experts with whom there is two-way communication
- ***I*nform**
  - Those kept up to date on progress with whom there is one-way communication

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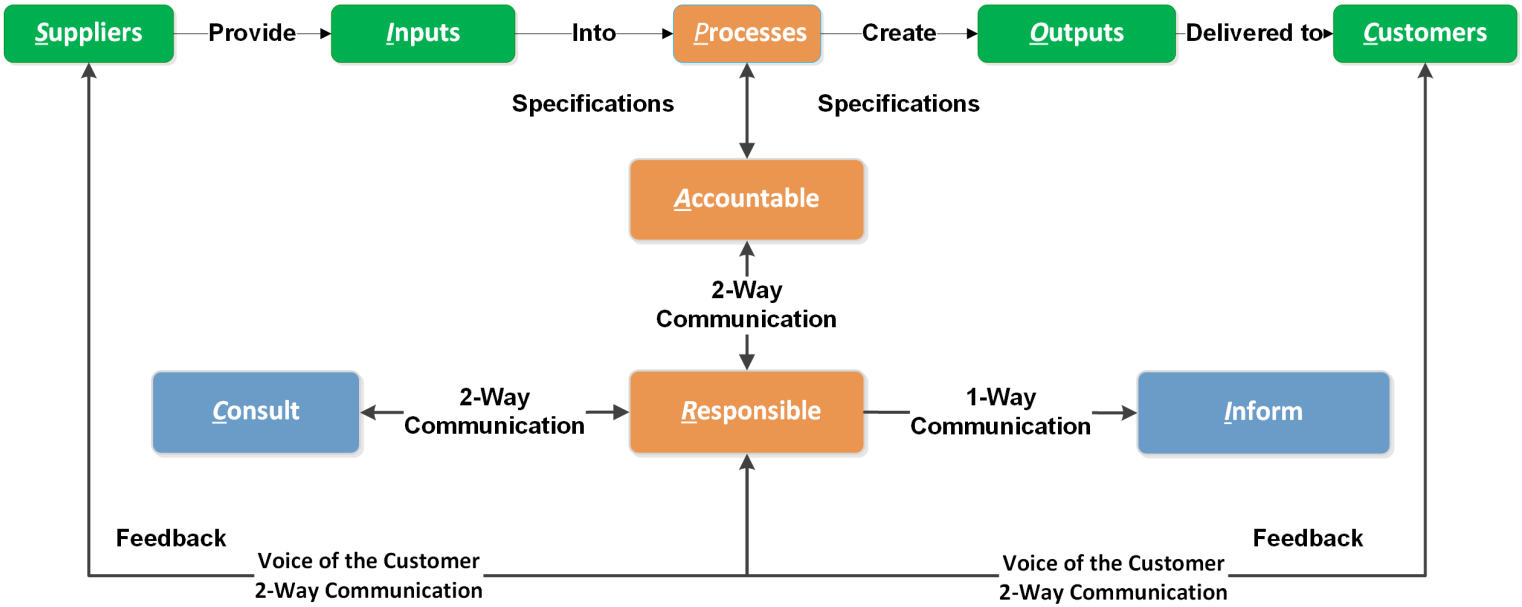
# Shared Responsibility Maps Combine SIPOC & RACI




- Define Process External and Internal Roles, Responsibilities and Deliverables
- Visually Illustrate Who is Responsible for Providing Input into the Process
- Illustrate the Roles of Those Who Own Process Execution
- Visually Illustrate Who Receives Output From the Process
- ***** Communication Including Feedback is Essential***
  - ***Voice of the Customer is Critical***

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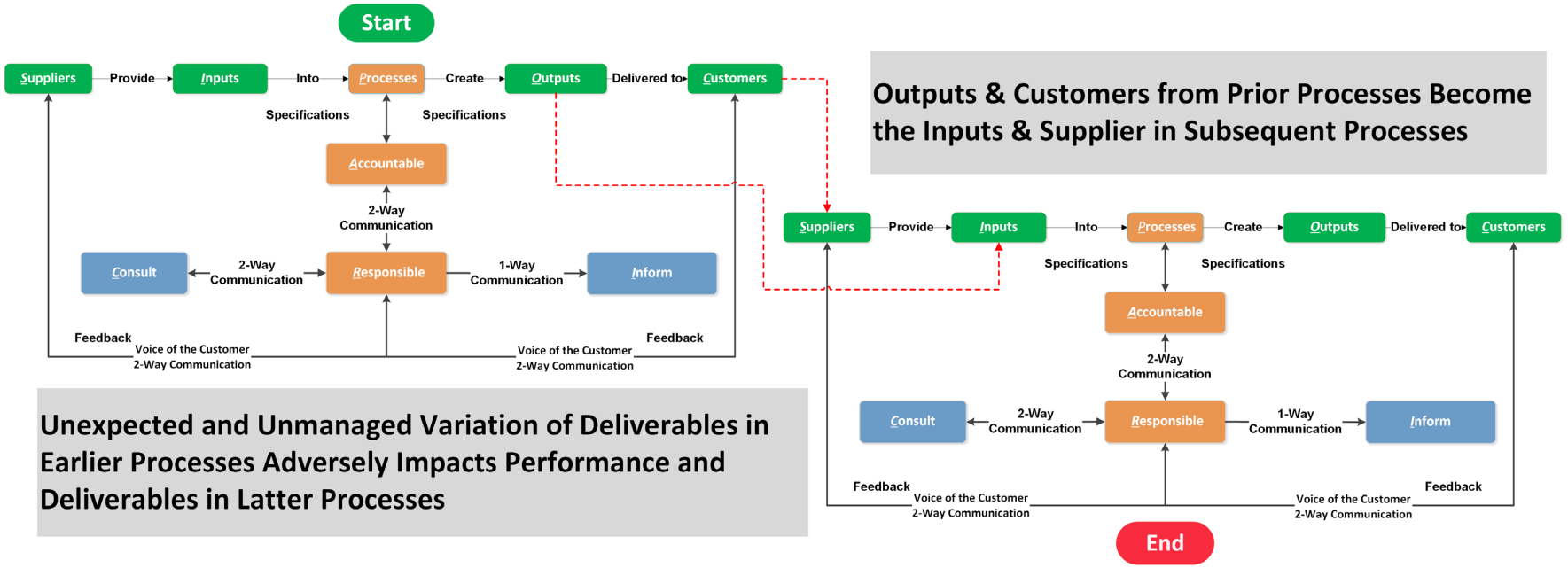
# End-to-End Shared Responsibility Maps

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# Tables for Shared Responsibility Map Development

| 2.0 Monitor, Detection & Analysis | | |
|---|---|---|
| | | |
| **Process: 2.2 Analysis** | | |
| **Supplier(s)/Inputs** | | |
| **Supplier(s): Role-based** | **Inputs** | **Requirements** |
| Individual, Department, Team | Inputs required for the process | Specification of inputs |
| **Deliverables/Customers** | | |
| **Deliverables** | **Customers** | **Requirements** |
| Outputs from the process | Those receiving the outputs of the process | Specification of deliverables/outputs |
| **Responsible** | The person/team leader responsible for process execution | |
| **Accountable** | The executive that owns the process | |
| **Consult** | Those outside the team with relevant expertise that should be considered | |
| **Inform** | Those that may need to kept informed | |
| **Metrics** | Process performance | |

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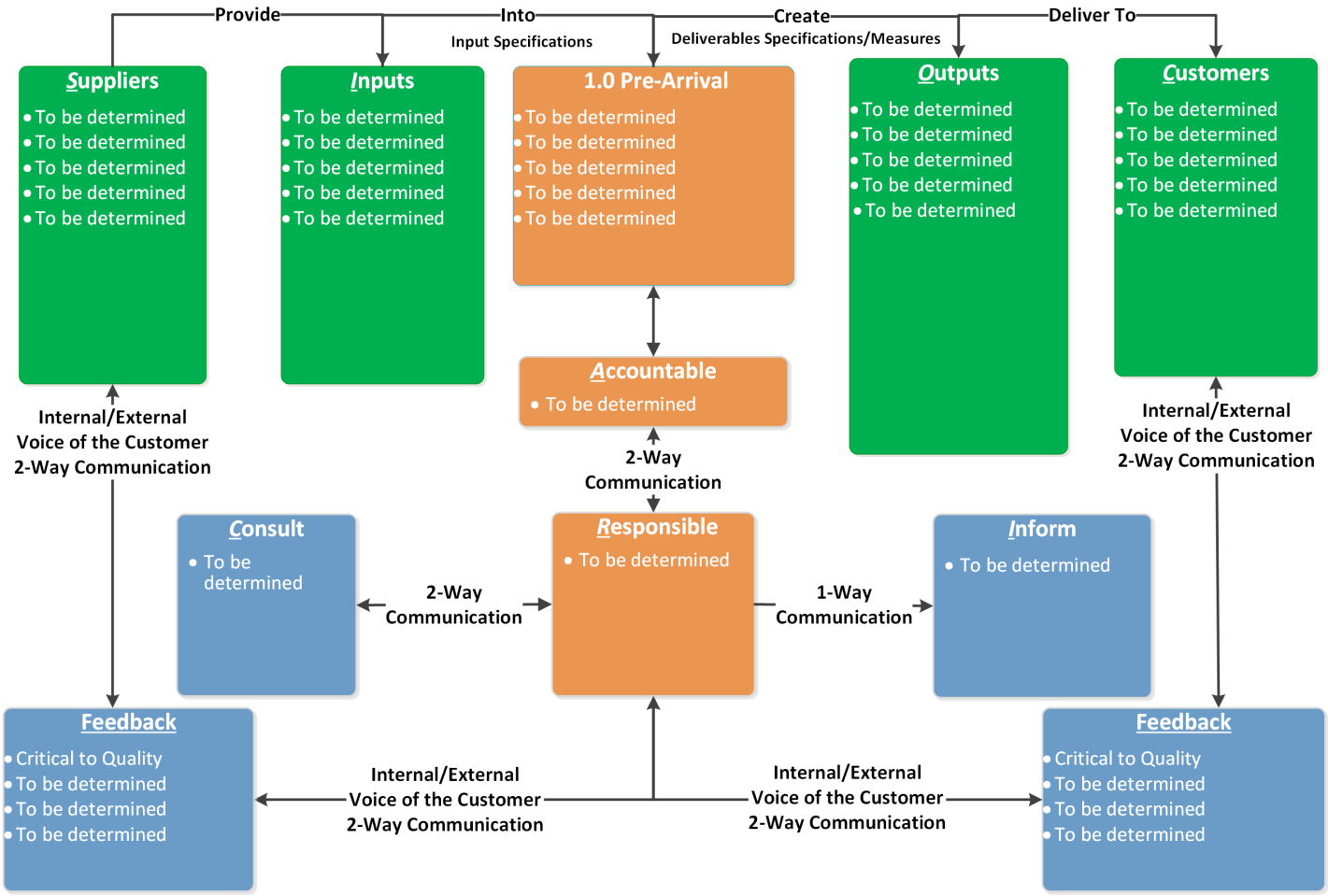
# Diagraming Shared Responsibility Maps

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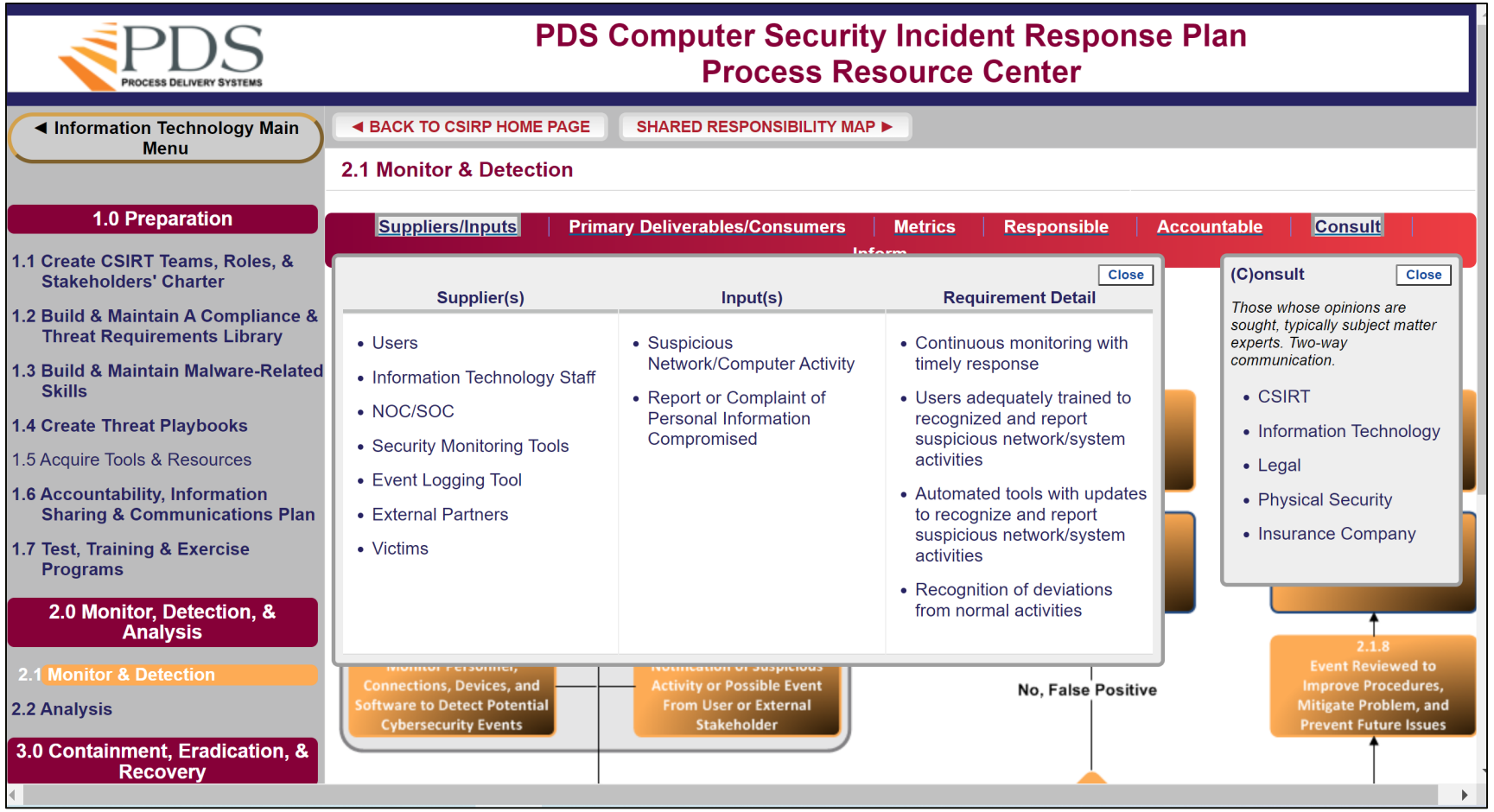
# Shared Responsibilities in Process Resource Centers

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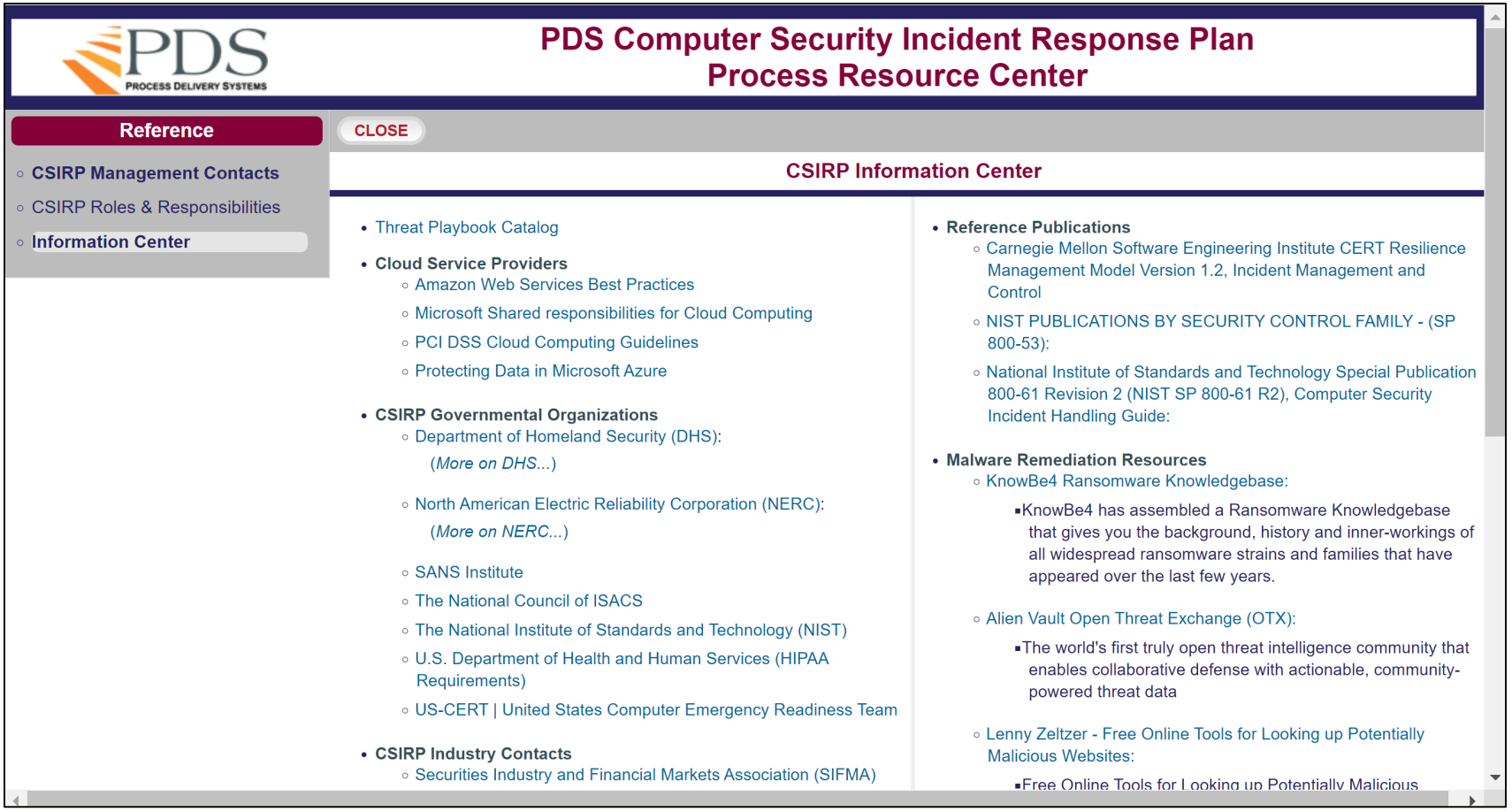
# Information Center



PDS Computer Security Incident Response Plan
Process Resource Center

Reference

- CSIRP Management Contacts
- CSIRP Roles & Responsibilities
- Information Center

CLOSE

CSIRP Information Center

- Threat Playbook Catalog
- **Cloud Service Providers**
  - Amazon Web Services Best Practices
  - Microsoft Shared responsibilities for Cloud Computing
  - PCI DSS Cloud Computing Guidelines
  - Protecting Data in Microsoft Azure
- **CSIRP Governmental Organizations**
  - Department of Homeland Security (DHS):
    (*More on DHS...*)
  - North American Electric Reliability Corporation (NERC):
    (*More on NERC...*)
  - SANS Institute
  - The National Council of ISACS
  - The National Institute of Standards and Technology (NIST)
  - U.S. Department of Health and Human Services (HIPAA Requirements)
  - US-CERT | United States Computer Emergency Readiness Team
- **CSIRP Industry Contacts**
  - Securities Industry and Financial Markets Association (SIFMA)
- **Reference Publications**
  - Carnegie Mellon Software Engineering Institute CERT Resilience Management Model Version 1.2, Incident Management and Control
  - NIST PUBLICATIONS BY SECURITY CONTROL FAMILY - (SP 800-53):
  - National Institute of Standards and Technology Special Publication 800-61 Revision 2 (NIST SP 800-61 R2), Computer Security Incident Handling Guide:
- **Malware Remediation Resources**
  - KnowBe4 Ransomware Knowledgebase:
    - KnowBe4 has assembled a Ransomware Knowledgebase that gives you the background, history and inner-workings of all widespread ransomware strains and families that have appeared over the last few years.
  - Alien Vault Open Threat Exchange (OTX):
    - The world's first truly open threat intelligence community that enables collaborative defense with actionable, community-powered threat data
  - Lenny Zeltzer - Free Online Tools for Looking up Potentially Malicious Websites:
    - Free Online Tools for Looking up Potentially Malicious

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# **Resources** (page 1 of 2)

- **NIST SP 800-61 R2**
  - https://csrc.nist.gov/publications/detail/sp/800-61/rev-2/final
- **Microsoft Word Videos and Tutorials**
  - https://support.microsoft.com/en-us/office/word-2013-videos-and-tutorials-14807f76-d2b5-44d6-af11-9c880c44e551?ui=en-us&rs=en-us&ad=us
- **MS Word – Introduction to Table of Contents**
  - https://support.microsoft.com/en-us/office/video-introduction-to-tables-of-contents-tocs-0af555b1-fa51-4790-be03-53f022cc086a?ui=en-us&rs=en-us&ad=us
- **MS Word – Introduction to Table of Contents**
  - https://support.microsoft.com/en-us/office/video-introduction-to-tables-of-contents-tocs-0af555b1-fa51-4790-be03-53f022cc086a?ui=en-us&rs=en-us&ad=us
- **Test Drive the Computer Security Incident Response Plan - Process Resource Center**
  - Description of what to look for: https://www.processdeliverysystems.com/test-drive---csirp-process-resource-center.html
  - Test Drive: https://www.pdsimplified.com/pds_CSIRPDemo/index.htm

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# **Resources** (page 2 of 2)

- **White Paper – 5 Digital Documentation Features for 21st-Century Workers – 8 Seconds is All You Get**
  - https://www.processdeliverysystems.com/uploads/1/3/2/9/132974232/8_seconds_5_features.pdf
- **LinkedIn Article - Mapping Revenue Cycle Management Cross-Department Roles & Responsibilities**
  - https://www.linkedin.com/pulse/mapping-revenue-cycle-management-cross-department-henry-draughon-/
- **White Paper – Mobile Business E-Document Design**
  - https://www.processdeliverysystems.com/uploads/1/3/2/9/132974232/pds_bus_e-docs_short_attention_span.pdf

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# Contact

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