A Municipal Utility Handles Cyber Incident Response and More with Veoci

For one utility company, Veoci has made life much easier for those overseeing Emergency Planning and Business Continuity. “I love the tool,” says one planner, “I’m in it all day, every day. It works great. It can streamline SOPs, checklists and workflows. And there is just so much more I know we can do.”

They’re currently using Veoci for disaster/emergency management, as well as daily operations within the Security Operations Center. Going forward, they are looking to use Veoci for business continuity planning purposes and to improve normal day-to-day functions, such as tasking, workflows, status updates and projects.

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Veoci was put to the test when the utility experienced a cybersecurity attack.

It took about a week to recover from the disruption. During this time, Veoci was used exclusively as a secure platform unaffected by the cyberattack to communicate internally and to help handle the incident response and recovery while simultaneously allowing for the business continuity of utility operations.

Response activities included:

- Implementation of processes for assessing and approving network access permissions
- Identification and correction of process gaps and vulnerabilities
- Equipment and resource acquisition
- Locating, diagnosing, hardening and releasing all employee computers (workstations and PCs)

According to a former emergency operations manager, even though the utility was hacked, its emergency management system, IT operations and cybersecurity preparations worked. Veoci is proud to have played a part in helping to sustain its operations during this difficult situation and is prepared to do the same going forward.