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COVID-19 Operations Summary

March 25, 2020

Status of Mission Critical Activities

The E-ISAC is working remotely until further notice and is currently maintaining full staffing levels in all sections include Analysis, Intelligence, Operations, and Stakeholder Engagement. All our technology systems remain operational and we are leveraging web conferencing facilities, encrypted communications and our internal collaboration platform to communicate, collaborate and maintain situational awareness.

The E-ISAC is fully engaged in the industry's response to COVID-19. We communicate regularly with our partners at the Department of Homeland Security, the Department of Energy and the Federal Energy Regulatory Commission and other resources are actively supporting the Electricity Subsector Coordinating Council's tiger teams.

The Cybersecurity Risk Information Sharing Program (CRISP) platform remains fully operational and the E-ISAC has established a communication protocol with Pacific Northwest National Laboratory (PNNL), Our most critical function, Watch Operations, continues to be fully staffed with 18 resources and is currently operating on a 24x7 basis. A two-week staffing schedule is maintained and updated as required. A summary of Watch Operations' functions during this period include:

- Staffing 24x7 shifts using members from all security operations team including cyber and physical security analysts
- Distributing a daily situational awareness report to the E-ISAC staff
- Posting actionable and timely information on E-ISAC Portal received from government, members and vendors
- Providing coordination, communication and incident response services
- Coordinating CRISP operations with PNNL to maintain access to time-sensitive CRISP information
- Developing and refining policies and procedures for 24x7 operations
- Conducting staff training, drills and exercises

Watch Operations has developed a plan to mitigate the impact of absenteeism and, if necessary, will undertake the following actions to maintain the services it provides:

- Reassign former Watch Operations employees
- Acquire contract resources from our current staffing firms
- Leverage other ISACs
- Evaluate proposals from managed service providers
- Consider reduction in shifts and non-essential services

Status of Other Key Activities

The E-ISAC continues to update its *E-ISAC Long-Term Strategic Plan* and 2021 operational budget, which will be presented to the Member Executive Committee (MEC) and other key stakeholders in April. In addition, we will continue to pursue stakeholder engagement activities including the enhancement of our

TLP: WHITE

customer relationship management platform and the development of additional analytics capabilities mostly focused on CRISP data. Lastly, the E-ISAC will continue to support critical government initiatives and operationalize capabilities outlined in the recent memoranda of understanding executed with the Downstream Natural Gas-ISAC, IESO and DOE.

Information Sharing

The E-ISAC continues to distribute information to its members and has posted communications and guidance from key government partners, several all-points bulletins and other advisories on its Portal. We encourage our members to check in regularly to receive updates.

The E-ISAC also continues to provide information regarding emerging cyber threats including malicious attacks on conferencing and remote access infrastructure intended to disrupt operations as well as disinformation and spearphishing campaigns attempting to harvest credentials and other information.

We encourage members to actively share information regarding threats and other malicious activities with the E-ISAC so we can communicate this information broadly with other sector participants and government partners to maintain situational awareness.