RESILIA™ Practitioner

Course Exercises

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Course Exercises

This document contains all the exercises that you must complete if you are to be successful in your exam. You will find our suggested solutions in the accompanying *Exercise Solutions* document.

Many of the exercises are based on the scenarios described in the Lune Associates Case Study and the additional scenarios for specific modules. You will find these in your course documents area. You might find it useful to print copies before going any further.

The Case Study does not provide all the information you would need in real life so feel free to use your own knowledge and experience to make reasonable assumptions.

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Contents

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Module 1 Lesson 1 Exercise 1 – Cyber Resilience Responsibilities

Plan to spend 30 minutes on this exercise.

Exercise scenario

You should refer to the Lune Associates case study for this exercise.

Lune Associates has established a number of programs to pursue its new business strategy. These include an IT transformation program.

The Chief Information Officer understands that the proposed new services are secure and has created a new role – Cyber Resilience Manager – to be accountable for ensuring that Lune Associates manages its security risks so that it can confidently continue to deliver its business strategy and desired outcomes.

Exercise

Make a list of the responsibilities, and desired skills and experience of the Cyber Resilience Manager at Lune Associates

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Module 1 Lesson 2 Exercise 1 – Vision and Mission

Plan to spend 15 minutes on this exercise.

You should refer to the Lune Associates case study for this exercise.

Remember, a vision expresses what the organization intends to do in the future and the mission its purpose – what it does, who it does it for, and how it does it.

Exercise

Create a vision statement and a mission statement for Lune Associates

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Module 1 Lesson 2 Exercise 2 – Introducing Cyber Resilience

Plan to spend 30 minutes on this exercise.

Exercise Scenario

You should refer to the Lune Associates case study for this exercise.

The CIO has asked the newly-appointed Cyber Resilience Manager (CRM) to provide an overview of how they intend to proceed and who will be involved. The CIO is particularly concerned about how quickly the project will deliver visible benefits and has reminded the CRM that money is available for buying-in outside help.

The CRM considers that Lune Associates is not a green field site, it already has some security controls and processes in place, so the introduction of cyber resilience is best treated as an improvement project. The CRM is an ITIL Expert and plans to use the ITIL CSI framework to structure the initiative.

Exercise

Produce a presentation based on the ITIL® CSI framework that provides a high-level view of how the CRM will start to introduce cyber resilience. The presentation should address the concerns expressed by the CIO.

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Module 1 Lesson 3 Exercise 1 – Strategic Communication Plan

Plan to spend 30 minutes on this exercise.

Exercise Scenario

You should refer to the Lune Associates case study for this exercise.

The Cyber Resilience Manager has identified that the IT personnel who will be engaged in the design and transition of the new IT services form an important stakeholder group for cyber resilience.

Exercise

Explain why this group is important for cyber resilience

Draw up a communication plan for this group that includes hows, whys and whens.