



7. Future Security Conference IT Crisis Management of Deutsche Telekom AG

Group Business Security, Dieter Zeller
Bonn, September, 4th 2012

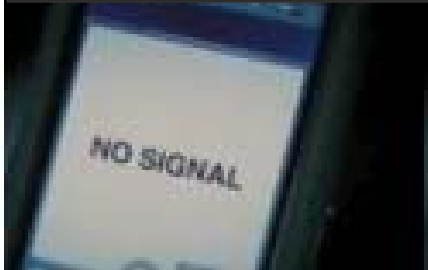
Erleben, was verbindet.



IT Crisis Management at Deutsche Telekom AG

If crisis hits we are well prepared.

Service Failure



Hacking



Data Theft



Terror Attacks



IT Crisis Management at Deutsche Telekom AG

Group Situation Center: DT's intelligent warning system.



The Group Situation Center (GSC) is a central information hub in the Group, monitoring and filtering all security related information for Telekom relevance.

Therefore the GSC has the ability to act as decisive initiator when overcoming critical situations that are emerging or have already happened.



IT Crisis Management at Deutsche Telekom AG

Group Situation Center: The information network.

Anytime Anywhere

- international hotline
- available 24/7



CERT Telekom
CERT T-Systems

Deutsche Telekom
internal

International LBU's

Competitors

Information- and
Escalation
↑
Situation Assessment

Group
Situation
Center

...
(Others)



Strategic Partners,
Other Business Branches

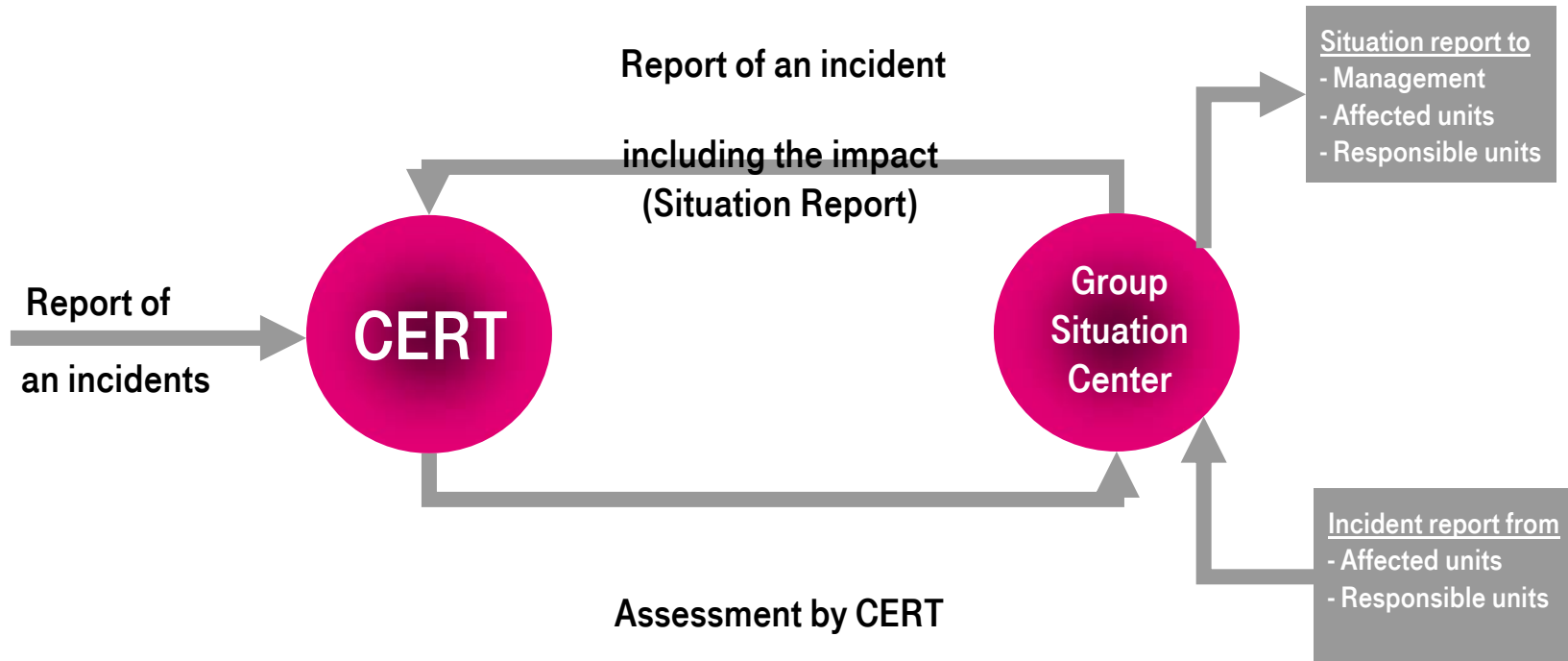
Information Service,
Providers, Media

Ministries, Agencies,
Emergency Organizations



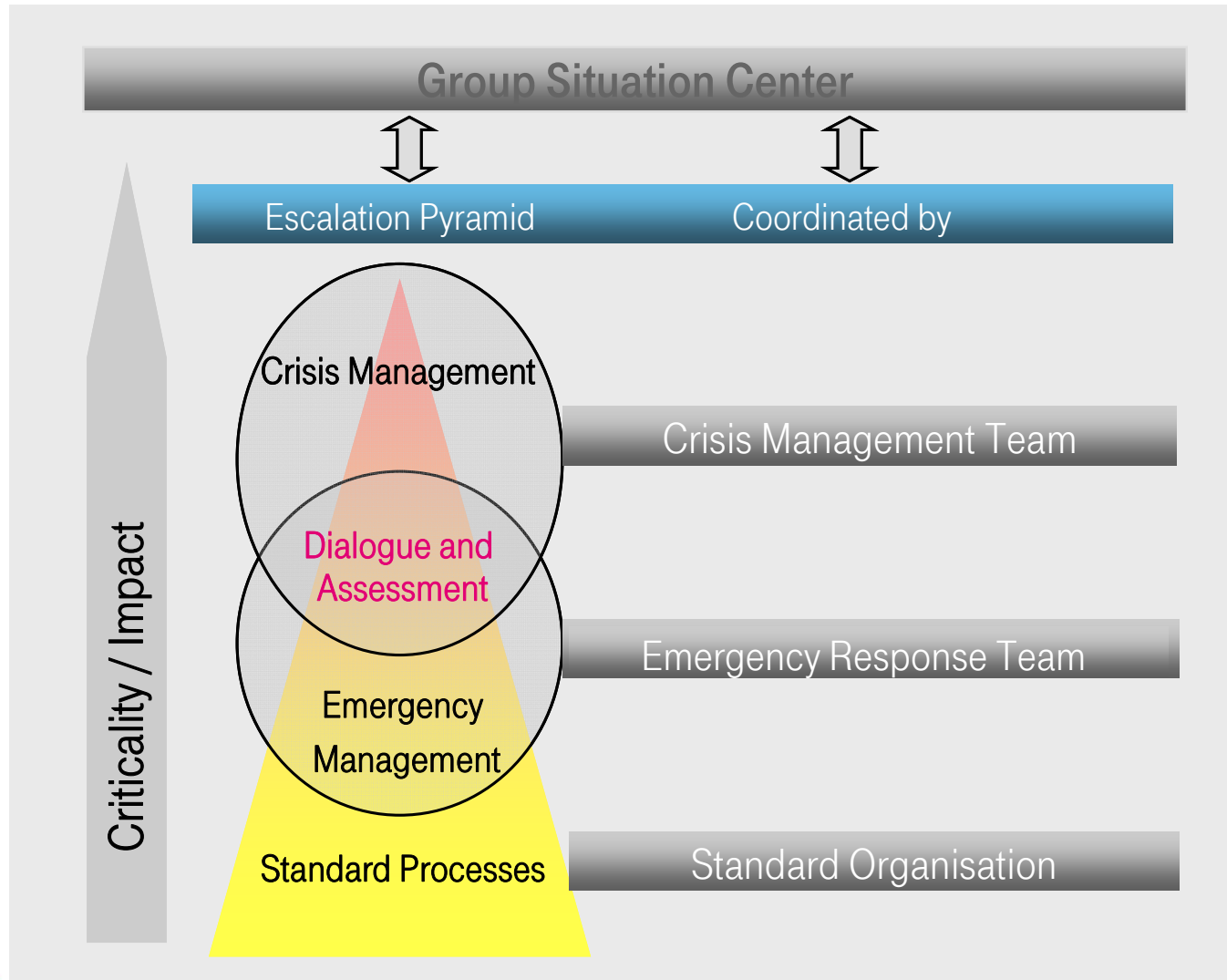
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Co-operation with CERT.

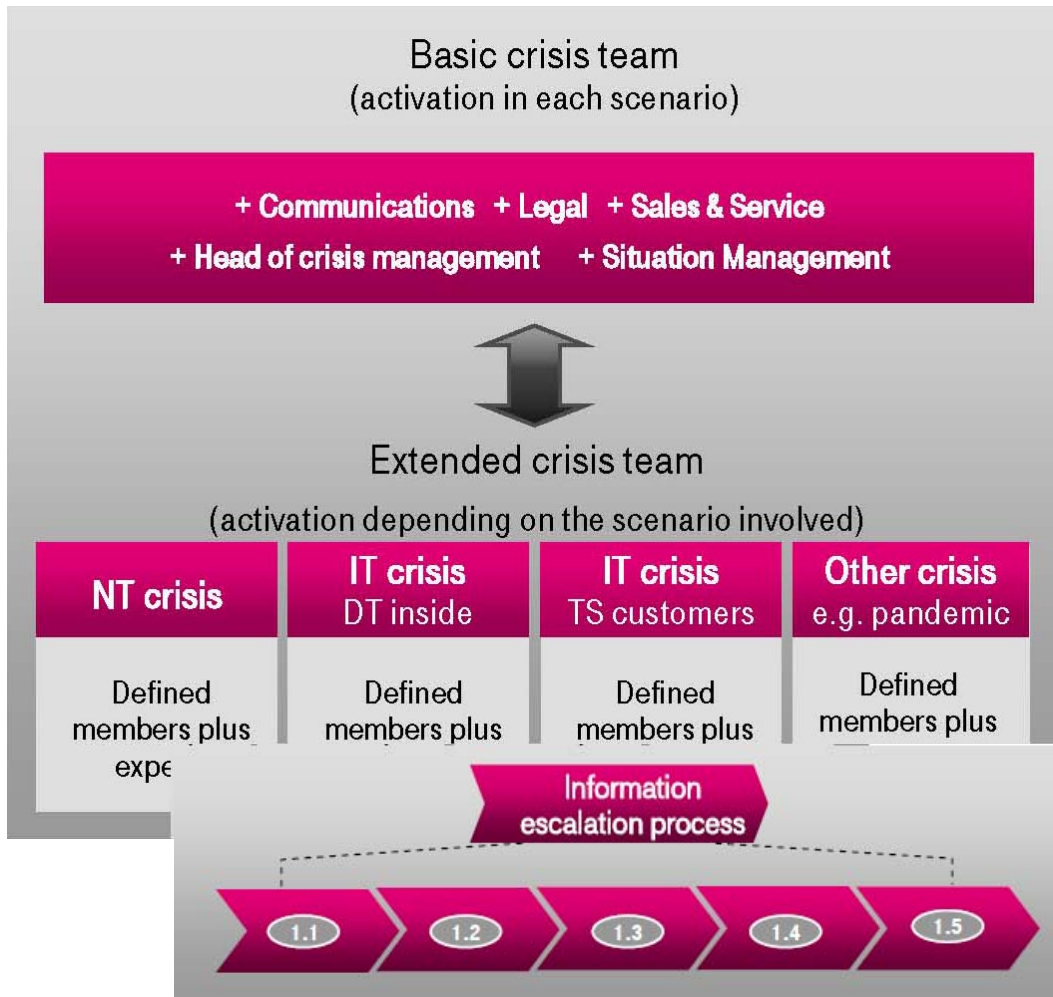


IT Crisis Management at Deutsche Telekom AG

Emergency and Crisis Management: Three levels of escalation.



IT Crisis Management at Deutsche Telekom: A powerful team.



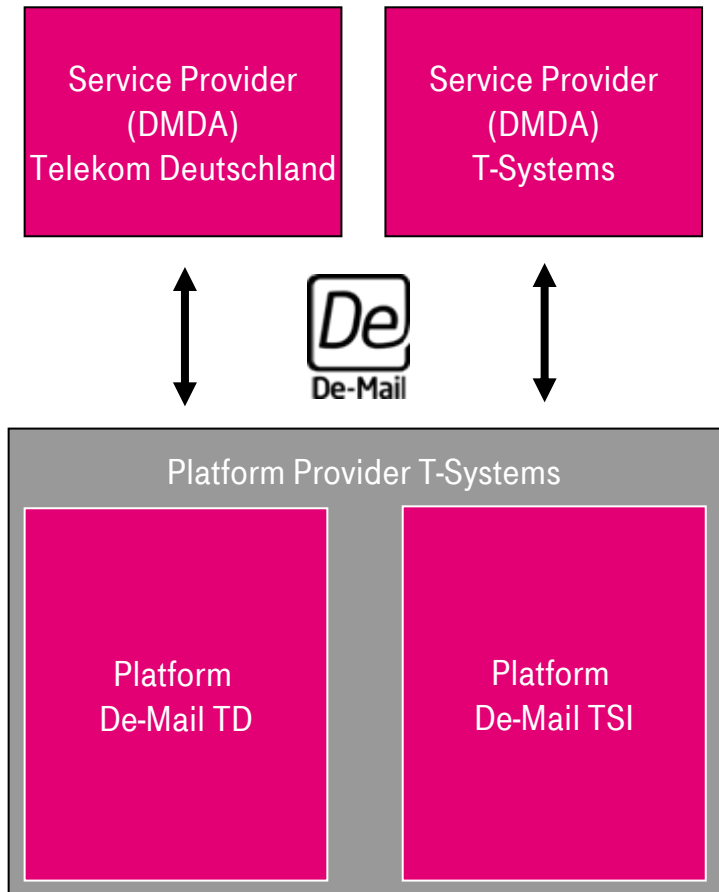
Organization

- Definition of incident-specific crisis teams
- Internationally coordinated information escalation process

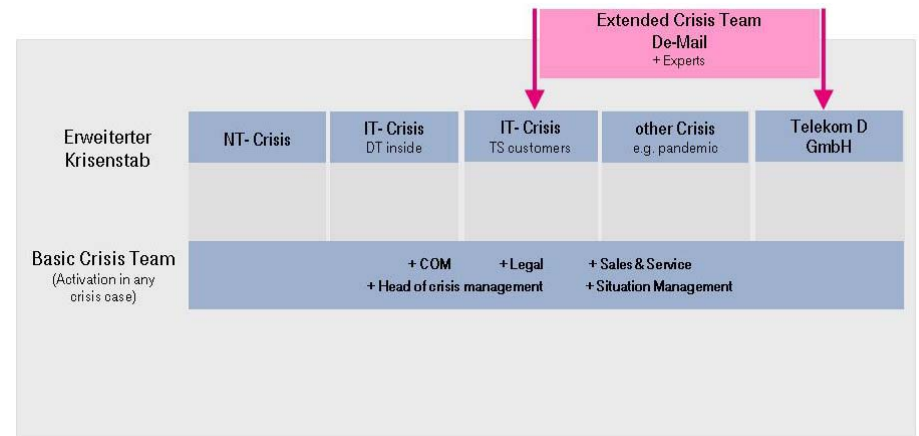


IT Crisis Management at Deutsche Telekom AG

Structure of De-Mail Combine.



Group Business Security takes care of the emergency and crisis management for the DE-Mail Product

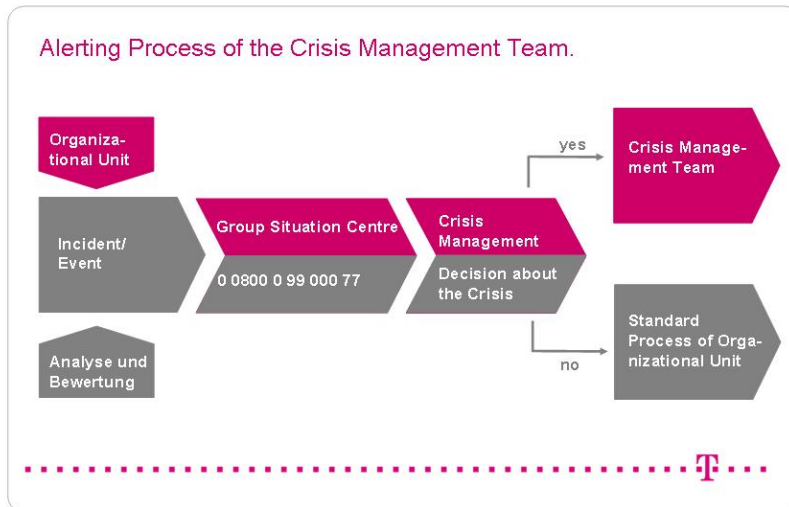


IT Crisis Management at Deutsche Telekom AG: Continuous trainings to train processes and the “human factor”.



Thank you!

Questions & Discussion



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