

Beyond Prevention

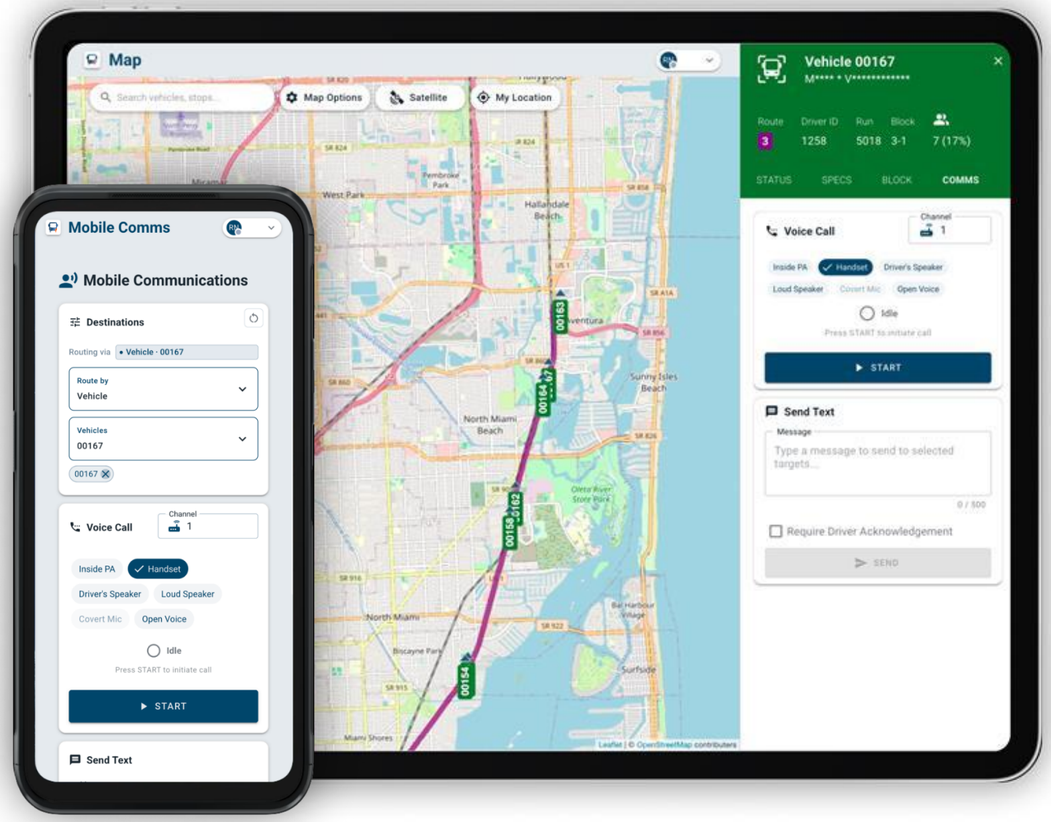
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Connected transit changes the risk conversation

The rider experience now depends on an ecosystem, not a single system.

Field & on-board devices	Operational data and activity begins at the edge.
Connectivity & identity	Networks and secure access connect people and systems.
Core applications	Shared services expand capability and dependency.
Information channels	System data supports internal and customer-facing decisions.



Where operational continuity can break down



Visibility

Can we see dependencies beyond the application?



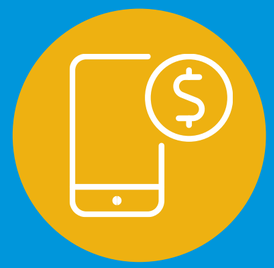
Ownership

Are agency and partner roles explicit before an incident?



Recovery

Have we tested restoration, not just prevention?



Communication

Can technical status become a clear operational message?

CrowdStrike: a resilience event, not only a security event



The operational objective was simple: restore access, recover environments and limit agency downtime.

Identify

Recognize the issue and affected dependencies.

Coordinate

Align IT, security and cloud operations around recovery.

Restore

Recover and prioritize mission critical systems and production environments

Learn

Reinforce shared responsibility and incident readiness.

Turn recovery lessons into resilience

1. **Understand dependencies** — Know what systems, access points, integrations, and services operations depend on.
2. **Define responsibility** — Establish what the agency owns and what the application or service vendor manages.
3. **Prepare for recovery** — Use monitoring, backups, redundancy, and disaster recovery to support restoration.
4. **Coordinate the response** — Align technical recovery, operational validation, escalation, and communication.

What Managed Services Can Contribute

- Centralized monitoring and visibility
- Managed maintenance and patching
- High availability and backups
- Disaster recovery and failover
- Coordinated technical recovery
- A defined partner for response and remediation

From preventing disruption to preparing for recovery



1 **See beyond the application**

Understand the connected operating ecosystem.

2 **Share responsibility before the crisis**

Make ownership and escalation explicit.

3 **Measure recovery by rider impact**

Restore service, information and trust together.

Thank You!