
CASE STUDY: SHURA, INC.

HOW A CYBER INCIDENT CAN
JUMPSTART INSTITUTIONAL
CHANGES THAT LEAD TO
CYBER MATURITY

OVERVIEW

Shura, a residential and vocational rehabilitation program based in Baltimore, Md., provides support services to people with disabilities seeking residential, employment, day habilitation and/or behavioral health services. Shura's commitment to its mission was put to the test when it fell victim to a major ransomware attack that held their data hostage, leaving Shura unable to provide full supports. The CEO turned to Hartman Executive Advisors to remedy the situation and establish cybersecurity best practices that would secure their systems moving forward and mitigate the chance of another devastating attack.

CHALLENGES

The ransomware attack halted all major IT systems, leaving Shura unable to provide critical support services to the vulnerable population they support. The absence of available backups, an IT department and cyber insurance emphasized the severity of the crisis. The sudden departure of their outsourced IT personnel and the lack of documentation increased the challenges, leaving Shura without essential resources to respond quickly to the attack.

THE SOLUTION

The Hartman team understood the critical importance of Shura's mission and wanted to get them operational again in a record amount of time. Within 24 hours, Hartman reconstructed a brand-new IT infrastructure, which in time restored major systems and services that were crucial to Shura's mission. The team leveraged their deep bench strength and decades of expertise to strengthen the organization's cybersecurity measures, establishing best practices to mature their processes and ensure uninterrupted service. By stepping into and quickly filling the roles of insurance, IT leadership, security leadership, incident responders, and legal representation, Hartman enabled the organization to regain focus on its mission. Additionally, Hartman seamlessly integrated a new Managed Service Provider (MSP), complete with a 24x7 SOC, to provide continuous monitoring and protection against future threats.

RESULTS/ROI

The rapid recovery of Shura's IT infrastructure and services within a few days showcased Hartman's determination to establish best practices for moving forward and Shura's commitment to making necessary changes. The results prove that big changes to the level of business risk can take place in a short amount of time and often cost much less than leaders fear when they think of the unknown. Following the recovery, Hartman continues to manage Shura's MSP, measuring their work against objective standards in terms of best practices, proactive work, and responsiveness to both incidents and routing requests.