

COVID-19 Vaccine Security & Support

Vaccine providers, manufacturers, and other organizations that support the vaccine rollout, are managing an intricate ecosystem of connected devices and personal data, leaving many opportunities for breakdowns and compromise.

Failure to protect this ecosystem can result in a lack of public trust, loss of intellectual property, exposure of sensitive customer data, and even damage to the vaccine. FTI Consulting supports organizations in the preparation, implementation, and management of the vaccine to ensure the integrity, security, and efficiency of its supply chain.

Top Risk Factors Within the Vaccine Ecosystem

- Valuable intellectual property and public health data related to vaccines, treatments, and testing
- Increased attack surface via customer/patient management, reporting, and physical systems
- Internet of Things (IoT)
- Third-party vendors

Outcomes From a Cyber Attack Targeting Suppliers, Providers, or Related Parties

- Disrupted patient care delivery
- Compromised patient information
- Vaccine wastage
- Damaged reputation
- Financial loss
- Lack of customer/patient trust
- Business disruptions
- Loss of intellectual property

PARTIES INVOLVED



— VACCINE READINESS

Preparing for vaccine administration requires internal and external coordination to properly meet physical requirements, monitoring and reporting needs, compliance and regulatory standards, and urgent patient demand. We help providers find comprehensive solutions that prepare organizations swiftly while mitigating risk.

- Conduct a rapid gap analysis of critical functions to assess the current state of preparedness and provide result-driven corrective action plans
- Assess current venue capabilities against CDC guidance and support adaptations to meet standards
- Develop and implement a temperature monitoring and refrigeration system with real-time monitoring capabilities
- Launch a web-based scheduling system to manage vaccine distribution and avoid physical crowding
- Review internal and third-party systems for compliance and vulnerabilities, and provide recommendations for improvement

— VACCINE IMPLEMENTATION

From patient engagement to clinical processes, we provide coordinated support across departments to facilitate vaccine administration while reducing security, compliance, and operational risk.

- Optimize or launch a customer management system that tracks the patient journey and provides a channel for communication, including adverse reaction reporting and vaccine administration feedback
- Monitor storage of confidential and sensitive information and facilitate required patient and vaccine reporting to CDC
- Develop processes and systems for immunization tracking and dose matching, including across other jurisdiction's systems
- Provide supplemental cybersecurity staff to augment IT support

— VACCINE MANAGEMENT

Estimating the number of doses, maintaining storage requirements, and minimizing potential loss are unique challenges to managing the vaccine. We partner with providers to implement or optimize systems that leverage real-time reporting to accurately control vaccine supply.

- Implement a blockchain infrastructure to eliminate costly bottlenecks and reduce risk exposure, providing real-time visibility into the vaccination supply chain
- Develop automated workflows using smart contracts, IoT devices, and blockchain technology to efficiently manage vaccine sourcing, transportation, storage and payment with real-time reporting and permissioned access by regulatory bodies
- Ensure proper storage temperature based on vaccine manufacturer requirements
- Assess distribution, handling, and inventory processes to identify vulnerabilities that may compromise the efficacy of the vaccine
- Establish an accurate inventory management system that feeds into required CDC reporting
- Forecast demand for vaccine doses and coordinate supply requests through CDC system

— ADDITIONAL VACCINE SOLUTIONS

In addition to ensuring the integrity, security, and efficiency of the vaccine supply chain, we offer additional support to assist with the vaccine rollout.

- Drive employee uptake of the vaccine through a research-backed, targeted campaign that includes a full tactical communications plan, customized for audience sub-segments and/or geographies, including translation
- Provide interim management, oversight, and project management with regard to venue conversion for temporary vaccination centers
- Partner with manufacturers to support production and resource allocation, manage movement and storage, and address capacity constraints
- Support manufacturers with compliance and data integrity reviews to ensure electronic and paper-based data is reliable, accurate, and properly managed

— DATA INTEGRITY

With the growing number of regulations surrounding data, organizations are being put under a heavy burden to both understand obligations and comply with relevant standards. We help organizations define, implement, and operationalize data privacy programs to reduce the risk of compromise.

- Assess the design and operating effectiveness of data privacy controls, incorporating regulatory requirements, technology, and business processes
- Identify privacy-implicated data within databases and business systems
- Ensure consistent data quality across the organization
- Obfuscate sensitive data
- Ensure that proprietary data remains secure

— INCIDENT RESPONSE & LITIGATION SUPPORT

If an adverse event, cybersecurity incident, or compliance issue occurs, FTI Consulting can help organizations quickly respond, minimizing the impact on business continuity, brand reputation, and legal ramifications. We provide complete incident response solutions, including analysis, identification, containment, eradication, mitigation, system refinements, crisis management, strategic communications, and reputation management. Our experts support clients facing high-stakes litigation, including class action data privacy cases, arbitration and compliance investigations, and regulatory scrutiny. We help clients protect their enterprise value through expert witness testimony; evidence collection, handling, and preservation; and forensic analysis and complex modeling.



CASE STUDY

Vaccine Management for a Large U.S. Retail Chain

SITUATION

After supporting two cybersecurity incidents at a large U.S. retail chain, we were further retained to provide an interim Chief Information Security Officer (CISO). Our interim CISO, then became the interim Chief Information Officer (CIO) and spearheaded the transformation of the client's security and technology program. As the COVID-19 vaccine became available for distribution through the client's pharmacy program, our interim CIO was tasked with supporting the rollout.

OUR ROLE

We developed a COVID-19 vaccine readiness and implementation plan that included players from across departments, such as operations, legal, IT, marketing, and HR. We implemented a temperature monitoring refrigeration system across 89 pharmacies that leveraged stores' WiFi connections and cloud system. The temperature reports are monitored in real time by the store managers and relevant team members, and the necessary data is shared with the CDC to confirm their vaccine readiness capabilities.

OUR IMPACT

Currently, we are in the process of enabling a web-based scheduling system that integrates the client's existing loyalty program, so customers can use their loyalty credentials to schedule vaccine appointments. We are ensuring that the system is secure and compliant under state and federal requirements.

About FTI Consulting

FTI Consulting is an independent global business advisory firm dedicated to helping organizations manage change and mitigate risk: financial, legal, operational, political & regulatory, cyber & data privacy, reputational, and transactional.

Individually, each practice is a leader in its specific field, staffed with experts recognized for the depth of their knowledge and a track record of making an impact. Collectively, FTI Consulting offers a comprehensive suite of services designed to assist clients across the business cycle — from proactive risk management to the ability to respond rapidly to unexpected events and dynamic environments.

1982

Year Founded and \$4.8BLN equity market capitalization*

8/10

Advisor to 8 of the world's Top 10 bank holding companies

6,300+

Employees

NYSE:FCN

Publicly traded

96/100

Advisor to 96 of the world's top 100 law firms

55

55 of Fortune Global 100 corporations are clients

**Number of total shares outstanding as of April 22, 2021, times the closing share price as of April 29, 2021.*

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