

TABLETOP EXERCISE · FACILITATOR SCRIPT

RANSOMWARE: THE MONDAY MORNING LOCKOUT

Sample Dental Group (made up)

Oct 8, 2026 · Facilitator: Alex Sample, Example Security Partners · For the facilitator only. Do not hand this out.

Prepared by Example Security Partners · Confidential

BEFORE YOU START

OBJECTIVES

- 1 Check that the front desk and the office manager know who is in charge and who to call in the first hour.
- 2 Test how the practice keeps seeing patients when the schedule and X-ray systems are down.
- 3 Find gaps in the incident response plan, the call list and the backups.
- 4 Agree improvements, each with an owner and a date.

WHAT YOU NEED

- ☐ 60 to 90 minutes, in a room or on a call, with phones away.
- ☐ A printed copy of the incident response plan for each person.
- ☐ The participant handout for each person.
- ☐ Someone other than you taking notes.

WHO SHOULD BE THERE

- Dr. R. Example (Executive decision-maker)
- Morgan Sample (Incident lead)
- Example IT Services on-call (Technical lead)
- Jamie Example (Communications lead)
- Robin Sample (Finance lead)
- Dr. T. Sample (Associate dentist)

READ THESE GROUND RULES ALOUD

- 1 This is a discussion, not a test. There are no wrong answers and no one is being graded.
- 2 Treat the scenario as real. Do not fight it; work with what you are told.
- 3 Answer from what you would actually do today, with the tools and people you have.
- 4 If you do not know, say so. Finding that out is the point.
- 5 Use the incident response plan. If it does not help, that is a finding.

HOW TO RUN EACH STAGE

- Read the situation aloud, slowly. Give the time shown.
- Ask the questions one at a time. Wait. Let the silence do the work.
- Ask "who does that?" and "how would you know?" whenever an answer is vague.
- Note what went well and what was missing, then move on. Allow about 15 minutes a stage.

STAGE 1 · MONDAY 7:15 A.M.

READ ALOUD

The front desk cannot open today's schedule in the practice management system. In operatory 3, the X-ray imaging PC shows files ending in .lockd, and a text file on the shared drive demands payment within 72 hours. The first patients arrive at 8:00.

ASK

- 1 Who is the first person called, and by whom?
- 2 What do you disconnect, and who is allowed to do it?
- 3 What level is this, and who declares it?

WHAT GOOD LOOKS LIKE (DO NOT READ ALOUD)

- ☐ Affected machines are unplugged from the network within minutes, not powered off.
- ☐ The incident lead is reached and declares a level.
- ☐ Someone starts a written log with times.

NOTES

STAGE 2 · 7:50 A.M.

READ ALOUD

Example IT Services says the practice management server and the backup drive in the back office are both encrypted. The cloud backup from Sunday night looks intact. Twenty-two patients are booked today, and email still works on phones.

ASK

- 1 How does the team talk to each other without the office systems?
- 2 Who calls the insurer, and where is the policy number?
- 3 Which patients can still be seen today, and how?

WHAT GOOD LOOKS LIKE (DO NOT READ ALOUD)

- ☐ The team uses the group text and conference bridge in the plan.
- ☐ The insurer is called before any outside firm is hired.
- ☐ The front desk falls back to printed day sheets and paper charting.

NOTES

STAGE 3 · 11:00 A.M.

READ ALOUD

The attackers email Dr. Example a sample of 50 patient records, with names, dates of birth and dental insurance IDs, and say they will publish everything unless they are paid.

ASK

- 1 Who decides whether to respond?
- 2 Who works out which notices are required, and by when?
- 3 What do you tell staff right now?

WHAT GOOD LOOKS LIKE (DO NOT READ ALOUD)

- ☐ No one replies to the attacker without counsel and the insurer.
- ☐ Breach counsel is engaged on HIPAA and state notice duties.
- ☐ Staff get one clear message from the communications lead.

NOTES

STAGE 4 · DAY 2, 9:00 A.M.

READ ALOUD

A patient calls the front desk asking if their information is safe. A local TV station leaves a voicemail for Dr. Example. Restoring from the cloud copy will take three days, and the insurer's response firm is on site.

ASK

- 1 Who speaks to patients and the press, and what do they say?
- 2 In what order are systems restored?
- 3 What would you want to have had in place before today?

WHAT GOOD LOOKS LIKE (DO NOT READ ALOUD)

- ☐ Only the named spokesperson speaks; the statement is approved by counsel.
- ☐ Restore order follows the plan's system list.
- ☐ Gaps are captured as action items with owners.

NOTES

WRAP UP

ASK THE ROOM

- 1 What surprised you?
- 2 What would have gone wrong if this were real?
- 3 What one thing should we fix first?
- 4 Was the plan useful? What was missing or wrong in it?

BEFORE PEOPLE LEAVE

- ☐ Agree the top three to five action items, each with an owner and a date.
- ☐ Set the date the plan will be updated.
- ☐ Thank everyone. Record the scores and actions in the After-action tab the same day.