Information Technology for your Business

C12 Member Since 2008 in Philly Area
IT Affinity Group
Barnabas & EncourageWork

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Who is navitend?

Our Mission: Predictably Awesome IT Experiences

Our Values:

Own It!

Improve It!

Love It!

Services:

Managed IT
Help Desk
Advanced Security
Phones
Software Development
Cloud Management

Common Challenges & Information Security

Challenges facing companies today

Managing assets

Data spread across subscriptions

Accessing Data

User Training

Licensing, Compliance & Third-Party Risk

Managing assets

Data spread across subscriptions

Accessing Data

User Training

Licensing, Compliance & Third-Party Risk

Which Applications To Use?

Build v Buy =>

Build v Buy/Rent =>

Build v Rent

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Buy (License) Commercial Software

Spread Sheets

SharePoint

Custom software

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Some Questions To Ask

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Consider the life expectancy of your need for data used and or created in your software. Just for the duration of a Project? Forever?

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What are the carrying costs of your data? Will the costs level out, or always increase?

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How many stakeholders need access to the data? Have you examined the need for the software from every user's perspective?

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How important is the vendor’s viability to your business?

Have you considered the risk associated with each vendor option?

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Have you built a good (or bad) prototype in an XLS file?

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If you buy/license software can you implement the software yourself and or does the vendor offer a proven plan to make sure you succeed?

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What happens if you *don’t* invest in new capabilities? How do you measure ROI?

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Keep asking yourself: Why – until you hit the answer.

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Information Security

Information Security

Much more than Cyber Security

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Consider how Information and Money move through your organization

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Information & Money

Examine through the lens of protecting

- Confidentiality
- Integrity
- Availability (Safety)

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Managing Risk

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Risk Management Process

- Inventory **Assets**, and for each
  - Identify **Vulnerabilities**
  - Estimate **Likelihood** of intentional or unintentional experience
  - **Quantify** Impact to the business if a loss is experienced
- Implement **Controls** to reduce (mitigate) risk
  - Control Types: Administrative, Technical, Physical
- **Transfer** remaining risk with insurance product(s) and services
- **Accept** Residual risk
- **Repeat** this process
  - Periodically & after significant changes

Take a sane look at each asset.

What happens to the business if this asset is unavailable?

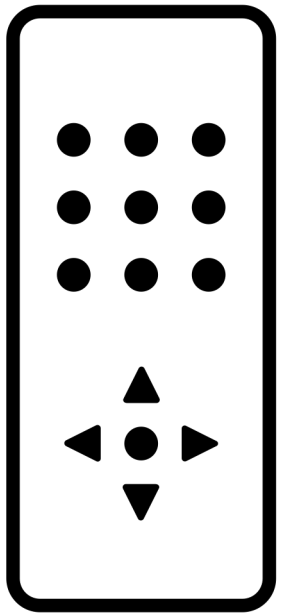
- Can it be repaired or replaced?
- At what cost?
- How long until it is restored?
- Is revenue lost? How much?
- Are you out of business forever?

What happens to the business if the inner workings of this asset are shared with a competitor?

What happens to the business if the inner workings of this asset are tampered with secretly?

Controls to Mitigate Risk

- Administrative
  - Asset Management
  - Predictable and Measurable Activities
  - Compliance
  - Policies (password, BYOD, information usage, etc)
  - Training
- Technical
  - Firewalls
  - Encryption
  - Security Cameras
- Physical
  - Restricted Areas
  - Intentional location of Equipment or People



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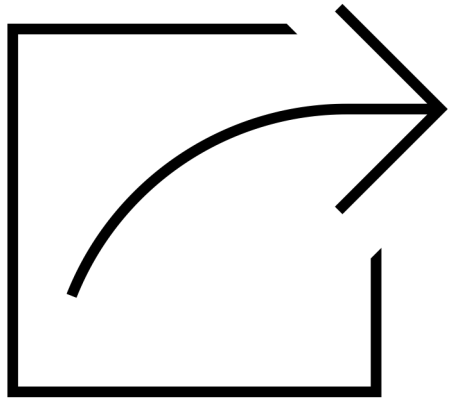
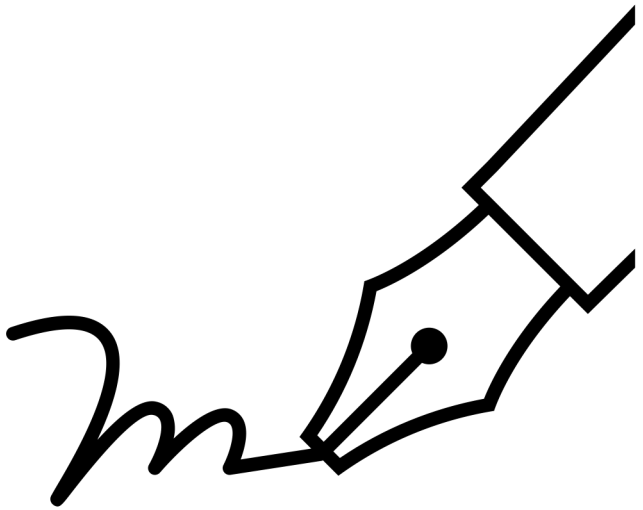
Transfer Risk

- Insurance
  - Cyber Security Coverage
  - Errors and Omissions
  - General Liability
  - Umbrella
- Maintenance Contracts
  - Hardware replacement agreements
  - Return to Operability professional services
  - Software Subscriptions



Accept Risk



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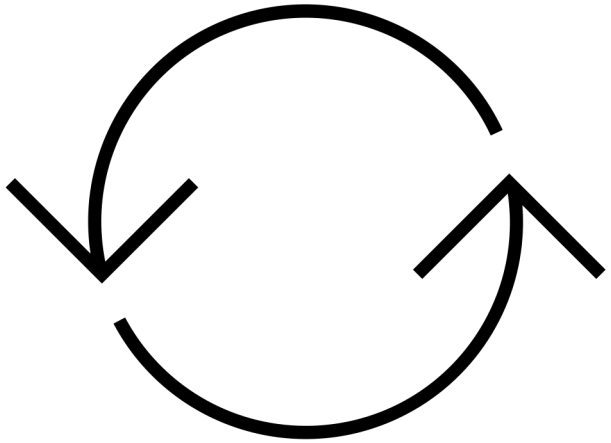
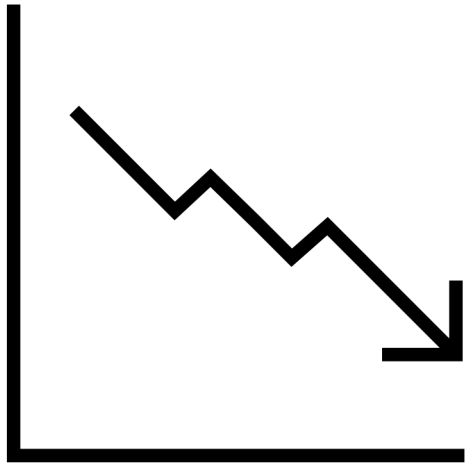
Repeat



Impact of Excessive Risk

- Existential Business Risk
  - Financial Exposure
  - Competitive Information Leakage
    - Intellectual Property exposure
    - Client and Contract Information
  - Reputational Risk
    - Breach in the news
    - Customer Confidence
- Cyber insurance
  - Refused/Withdrawn
  - Excessive Premiums
- **Marketing/sales opportunities**
  - **Can you prove to prospective new clients that their data is safe? Third-party**



Responsible Risk Reduction

- We work to apply reasonable controls (**cost** in terms of time, money and focus) to obtain the **benefit** of reducing risk.
- If the cost exceeds the benefit, the value is insufficient.
- Consider **value** both Qualitatively and Quantitatively

$$Value = \frac{Benefit}{Cost}$$

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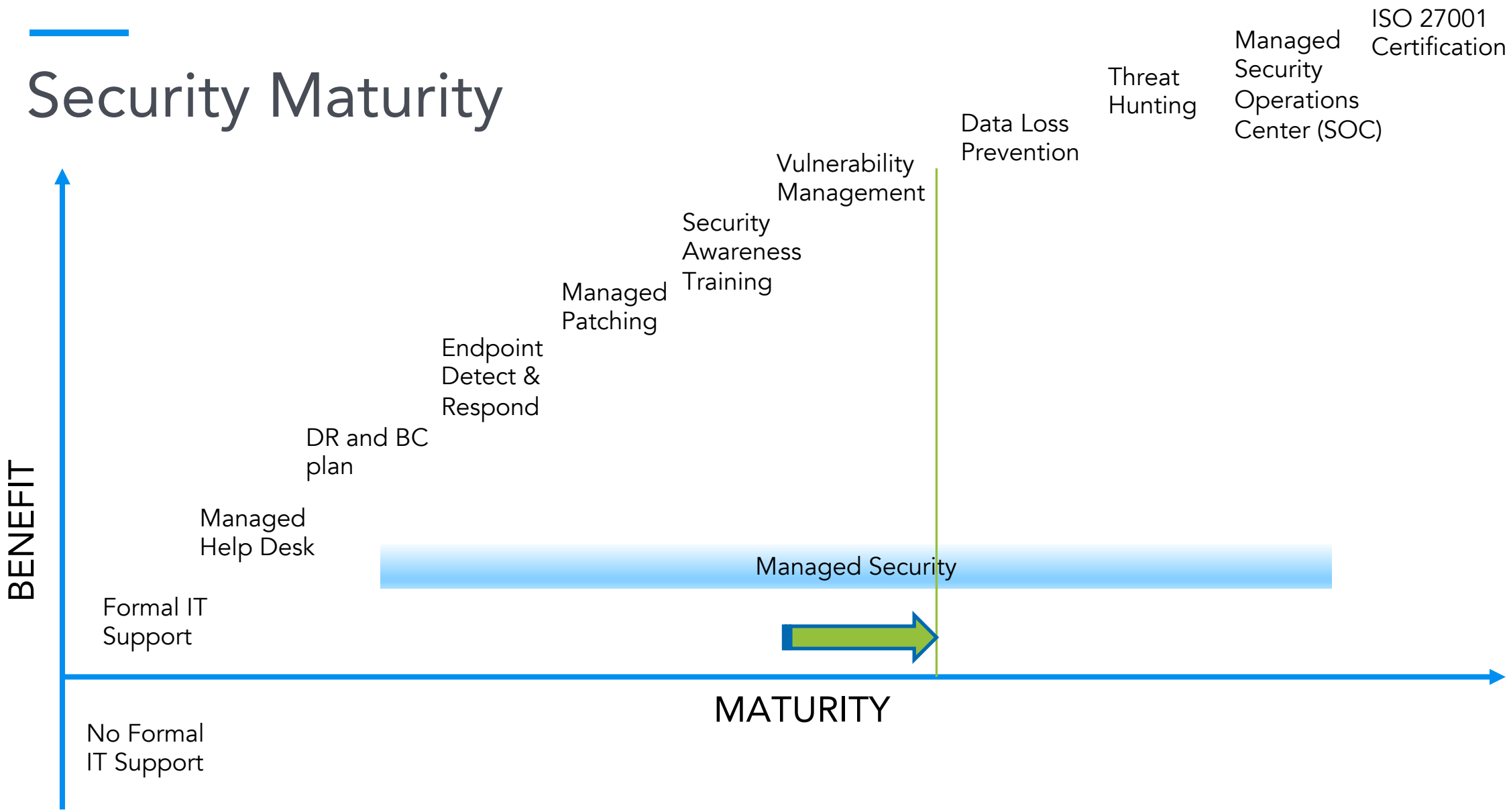
Security Maturity



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