



Confidence in a connected world.



Managing Risks by Getting the Balance Right

John Kirby OBE

Director, UK Operational Consulting Services

Symantec

Who is John Kirby ?

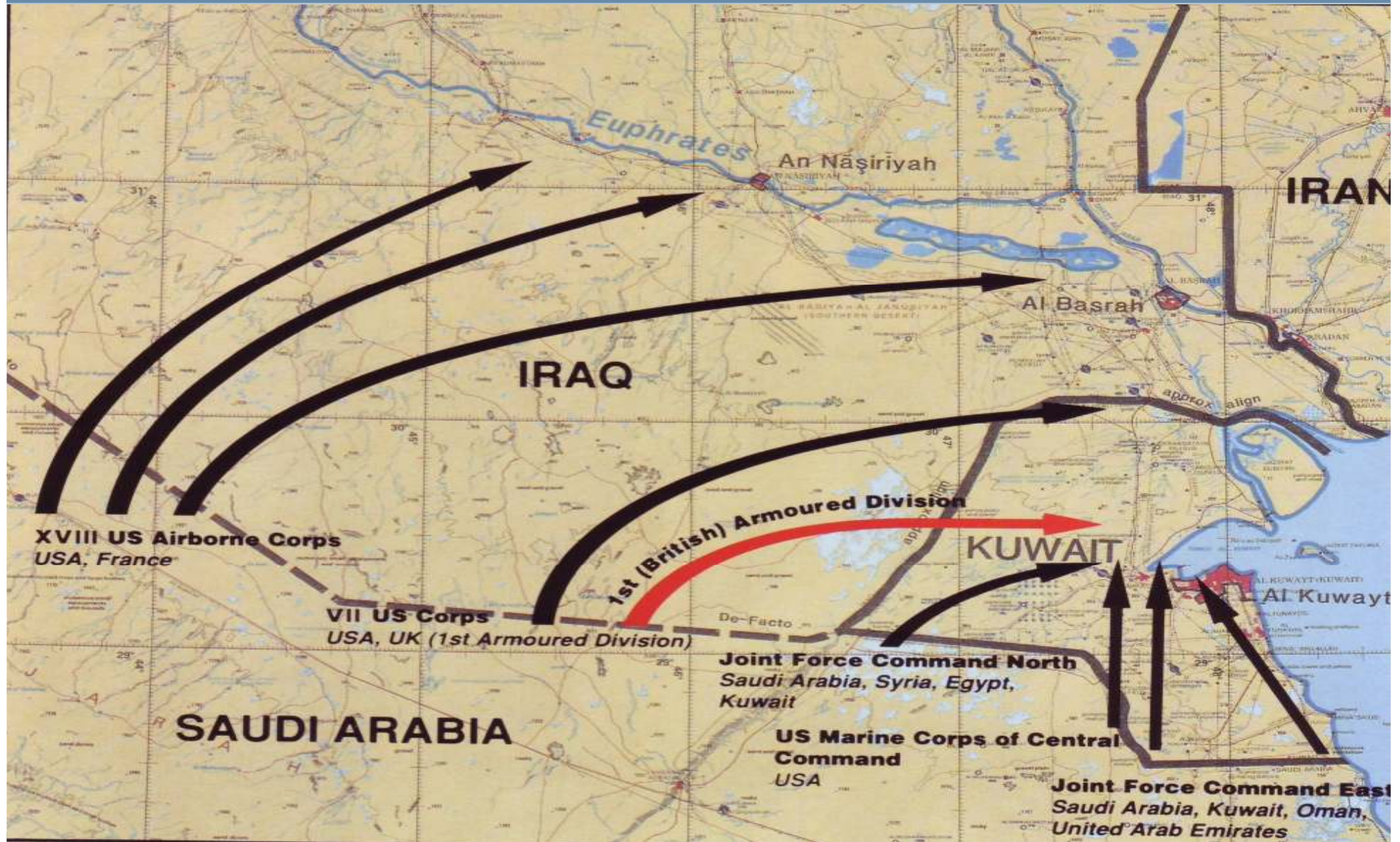


- Served in the British Army 1968 to 1999.
 - Operations in Northern Ireland (1973 and 1984-86)
 - Commanding Officer UK Divisional Signal Regiment 1st Gulf War (1989 to 1990)
 - Commander The Royal School of Signals (1997)
 - Founding Commanding Officer Land Information Assurance Group (LIAG (V)) 1999 to 2001.
- LIRIC Associates Ltd 1999 to 2004
- Director Symantec Government Consulting 2004 to 2008
- Director Symantec Operational Consulting Services 2008 to present

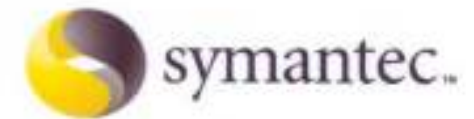
Balancing Risk



People and Process



A Government Process



Lead Sponsor

6-7 JULY 2009, QEII CONFERENCE CENTRE, LONDON

THE CRITICAL NEXT STEPS

ENABLING GOVERNMENT BUSINESS
THROUGH INFORMATION ASSURANCE

Look at the subjects of the Streams



IA09 AGENDA

- **Stream A** Progress Made In The IA Environment Post DHR
- **Stream B** Understanding Your Information Risk Management
- **Stream C** Culture Change
- **Stream D** Information Sharing: Using IA To Deliver Transformational Government

- **Stream E** Managing The Risks Around Cyber Security
Stream Sponsor: **Defica**
- **Stream F** IA In The Current Economic Climate
- **Stream G** Future Trends & Innovation

| DAY 01 | | | | | | | |
|---------------|--|---|---|--|--|--|---|
| 08.50 | Chairmen's opening address <i>Iain Lobban CB, Director, GCHQ</i> | | | | | | |
| 09.05 | The continuing journey: Assessing long-term strategic progress achieved in managing the nation's information risk <i>Sir Gus O'Donnell KCB, Cabinet Secretary and Head of the Home Civil Service, Cabinet Office</i> | | | | | | |
| 09.25 | Clarity on GCHQ's leadership role in the new IA environment <i>Iain Lobban, Director, GCHQ</i> | | | | | | |
| 09.45 | Industry insight: The role of industry in helping public sector organisations manage their risk <i>Enrique Salem, President and CEO, Symantec</i> | | | | | | |
| Stream | Stream A Progress Made | Stream B Risk Management | Stream C Culture Change | Stream D Information Sharing | Stream E Cyber Security | Stream F Current Climate | Stream G Future Trends |
| 10.15 | Pan-government progress report. | Understanding the process for managing your risk. | Exploring attitudes and how to change them: the citizen and the end user. | The latest Government view on information sharing and Transformational Government. | How to balance the information risks of social networking. | Doing more with less: Information Assurance on a shoestring. | An overview of new innovations for the new environment. |
| 10.50 | Morning coffee and networking | | | | | | |

The Place of Technology (1)



| | | | |
|-----------------------------|--|---|--|
| UNDERSTANDING | What sensitive data do I have? Where is it? Who needs/uses it? | Current attitudes to protecting data? Current <u>actual</u> processes? | Value of data? Business requirements? Impacts of loss? |
| PROCESS & POLICY | Identification Implementation Monitoring Enforcement | Notification of Policies? Coherent with Business needs? | Required policies? Compliance issues Best practice? |
| PEOPLE & CULTURE | Monitoring Reinforcement | Induction training Refresher training | Cultural issues? Organisational Factors? |
| | TECHNOLOGY | EDUCATION | CONSULTANCY |

The Place of Technology (2)



UNDERSTANDING

DLP Assessment

PROCESS & POLICY

**Implement
Monitor &
Enforce**

**Educate
& Change**

**Solution
Design**

PEOPLE & CULTURE

TECHNOLOGY

EDUCATION

CONSULTANCY

The Place of Technology (3)



| | | | |
|-----------------------------|--|------------------|------------------------|
| UNDERSTANDING | DLP Discovery | CCS RAM | DLP Assessment |
| PROCESS & POLICY | Vontu DLP Suite Control Compliance SNAC SEE | CCS RAM SSAP | DLP Design & Review |
| PEOPLE & CULTURE | Vontu DLP Suite | SSAP | DLP Design & Review |
| | TECHNOLOGY | EDUCATION | CONSULTANCY |

AD

Advisory

Advisory and Program services around Security, Strategy, Programme Governance and IT Transformation. Best-practice subject matter expertise and trusted vendor-neutral approach. Thought Leadership.

SE

Solutions Enablement

Driving maximum customer value from Symantec technology. Including deployment, training and enhanced support. Integration of multiple Symantec technologies into our client's environment and operational processes.

OS

Operational Services

Out-tasking of storage, backup, archival, availability, security, compliance and performance services with Service Level Agreements. Client residencies and Flexible Engagement Models. Strong links to Symantec's Managed Security Service.

SOME POSSIBLE CERTIFICATIONS

- ISO 9001
- ISO 27001
- PCI

BENEFITS

- Must be led from the top – requires Board Level buy-in
- Annual Surveillance Visits allow external review
- Clients can judge if processes are in place
- Requires and Organisation to live by its own rules

- This has all been about Managing Risk which is always the responsibility of the Board
- People are key:
 - Do not assume that they will always know what to do
 - They need guidance and regular refresher training
 - Rules are in place for a reason.
- Processes are focussed on an individual organisation:
 - A process that is successfully used by one organisation will almost certainly need to be amended to suit another
 - Processes enable people to “Do the Right Thing”
- Technology:
 - Enables the process to ensure that People “Do the Right Thing”



Confidence in a connected world.



**Thank you !
Any Questions ?**

John Kirby OBE

John_kirby@symantec.com

07974 156617