
Trust in the digital age

Developing the confidence to
embrace technology to move your
business forward

November 2016



Evolution



Digital Cyprus (?)



Digital Cyprus!

	Proportion of individuals who:			Frequency of use (on average)		Proportion of individuals who purchased online within the last 12 months
	Used internet within the last 3 months	Used internet within the last 12 months	Never used internet	Every day or almost every day	At least once a week (including daily use)	
EU-28	79	81	16	67	76	53
Croatia	70	71	26	60	66	31
Italy	66	68	28	62	63	26
Cyprus	72	72	26	63	70	23
Latvia	79	80	18	68	75	38
Lithuania	71	72	25	56	69	32

Source: Eurostat

Risks



MAJOR INCIDENT - UPDATE

MAJOR INCIDENT – APPOINTMENTS CANCELLED

A virus infected our electronic systems on Sunday October 30 and we have taken the decision, following expert advice, to shut down the majority of our systems so we can isolate and destroy it.

All planned operations, outpatient appointments and diagnostic procedures have been cancelled for Wednesday November 2 with a small number of exceptions:

- Audiology
- Physiological measurements
- Antenatal
- Community and therapy
- Chemotherapy



WARNING!

Your personal files are encrypted!

11:58:26

Your documents, photos, databases and other important files have been encrypted with strongest encryption and unique key, generated for this computer. Private internet server and nobody can decrypt your files without the key. The server will eliminate the key after a

on.link
storm.org
2web.org

Los Angeles hospital paid \$17,000 in bitcoin to ransomware hackers

Going Smart



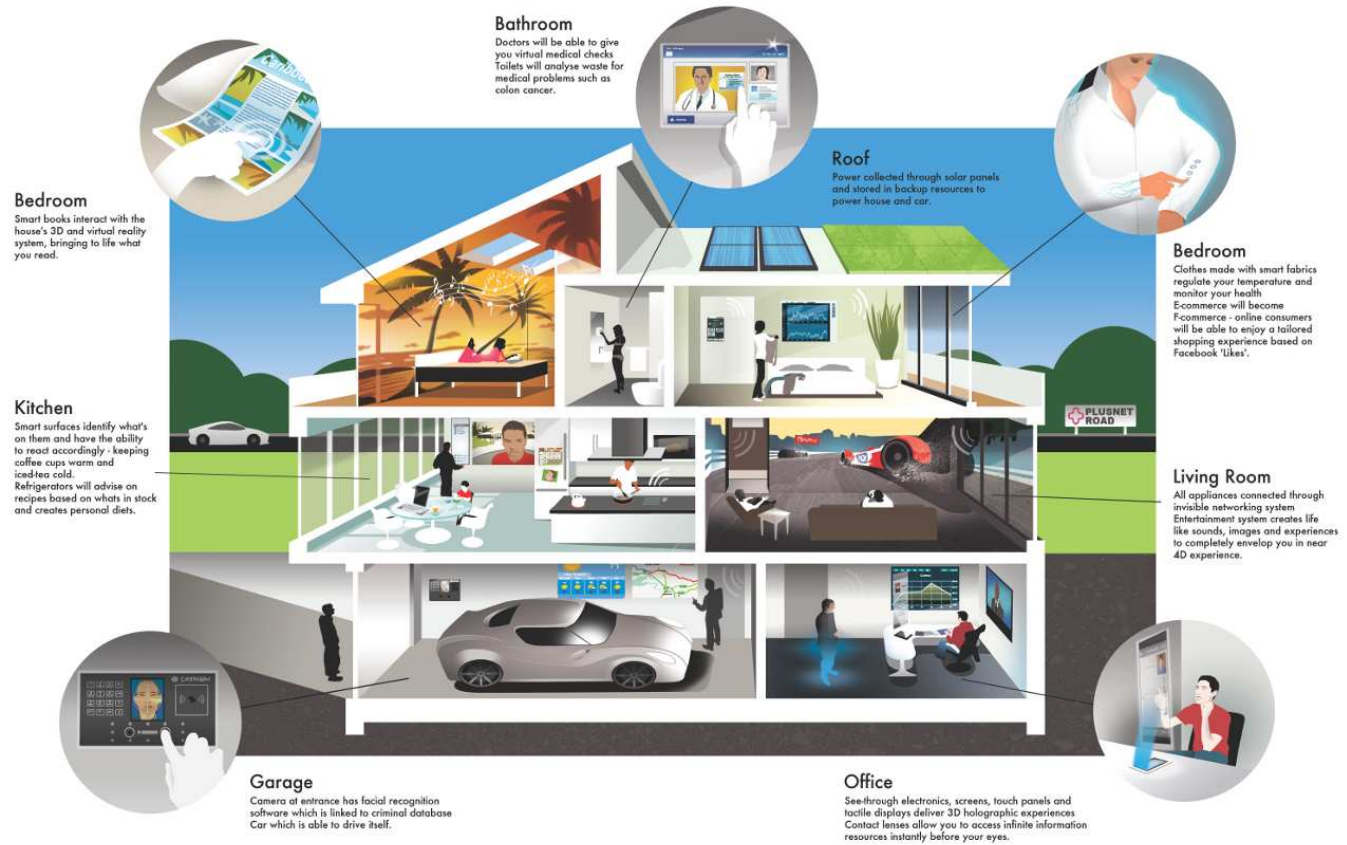
Finns have their heating systems knocked offline by a DDoS attack



“The system is designed to alert the property management company if there are discrepancies in temperature or radiator pressure. If the data couldn't be sent, the system would shut down to prevent potential damage.”



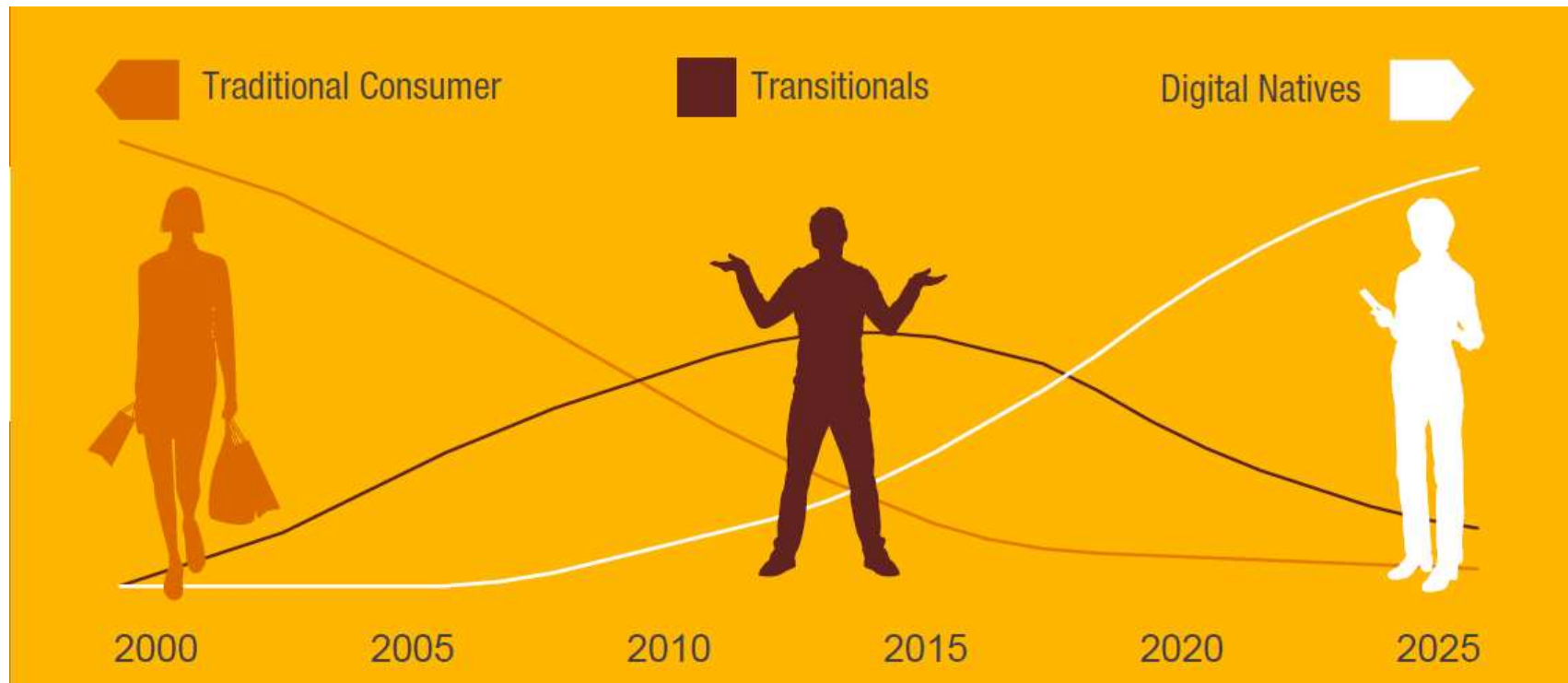
Internet of (Insecure) Things



What's the problem?

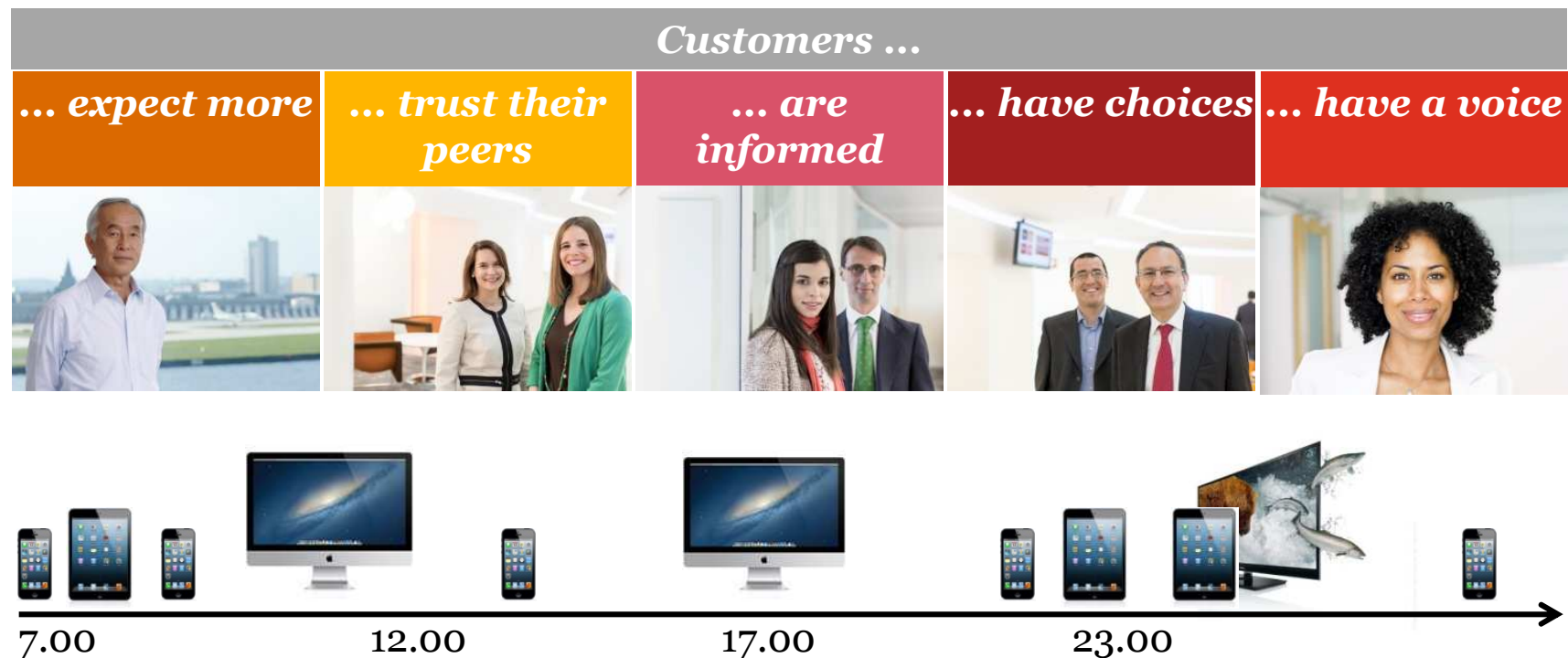


Digital natives



Digital transformation

Changing customer expectations drive business change



Trust

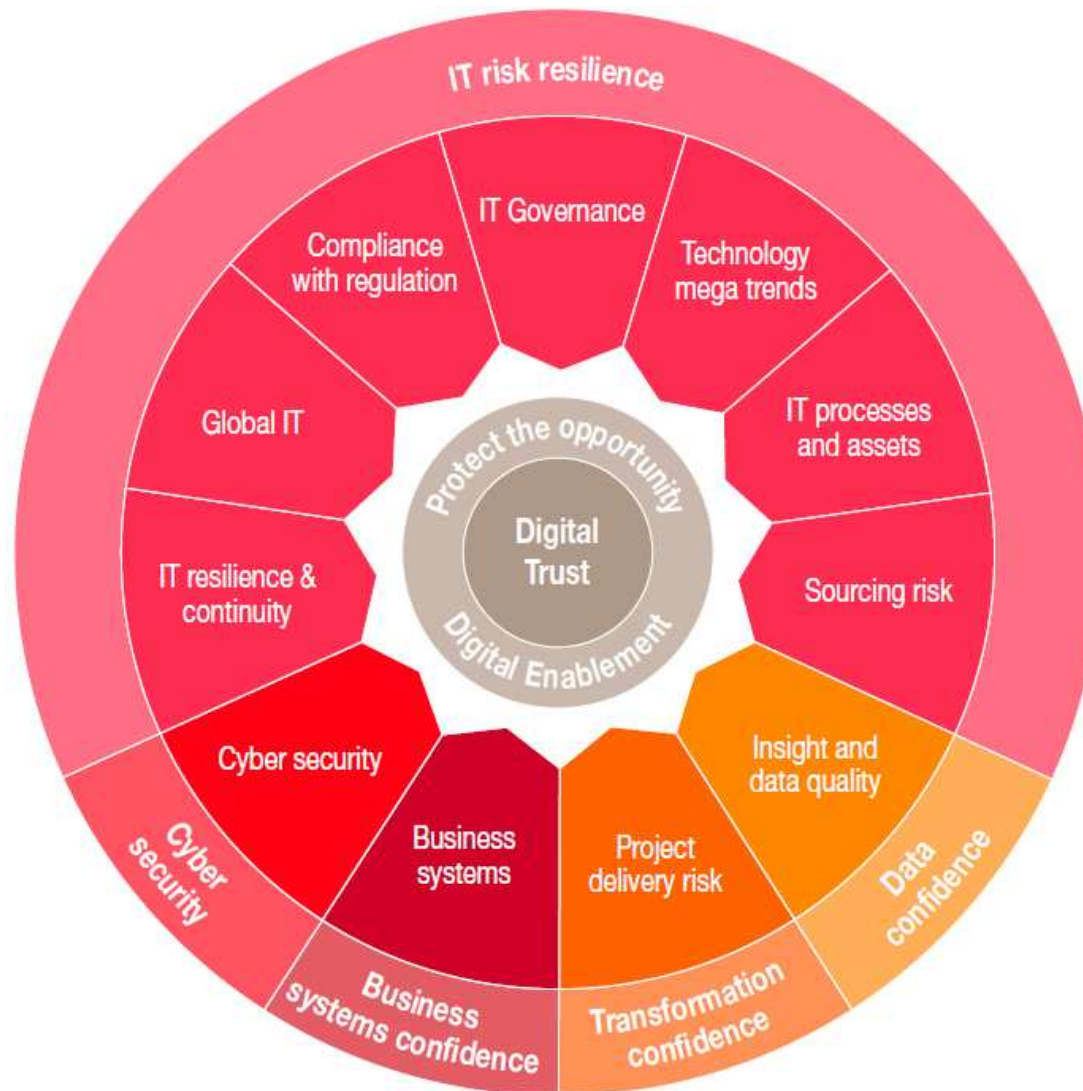
“willingness to be vulnerable based on positive expectations about the actions of others”

Digital trust

By building trust you will be able to maximise your growth potential and manage the risks in the opportunities available in the digital age.

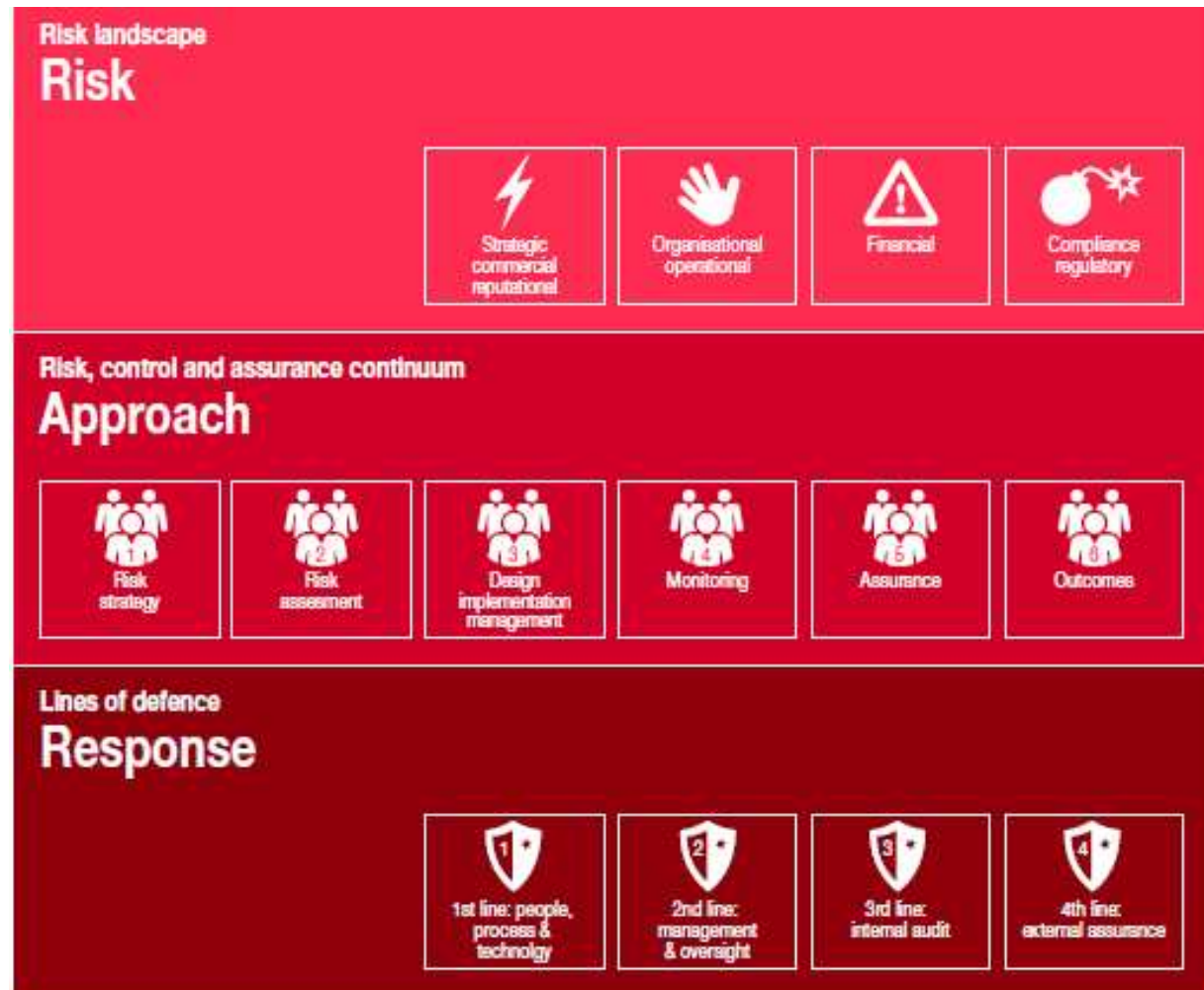


Building trust in the digital age

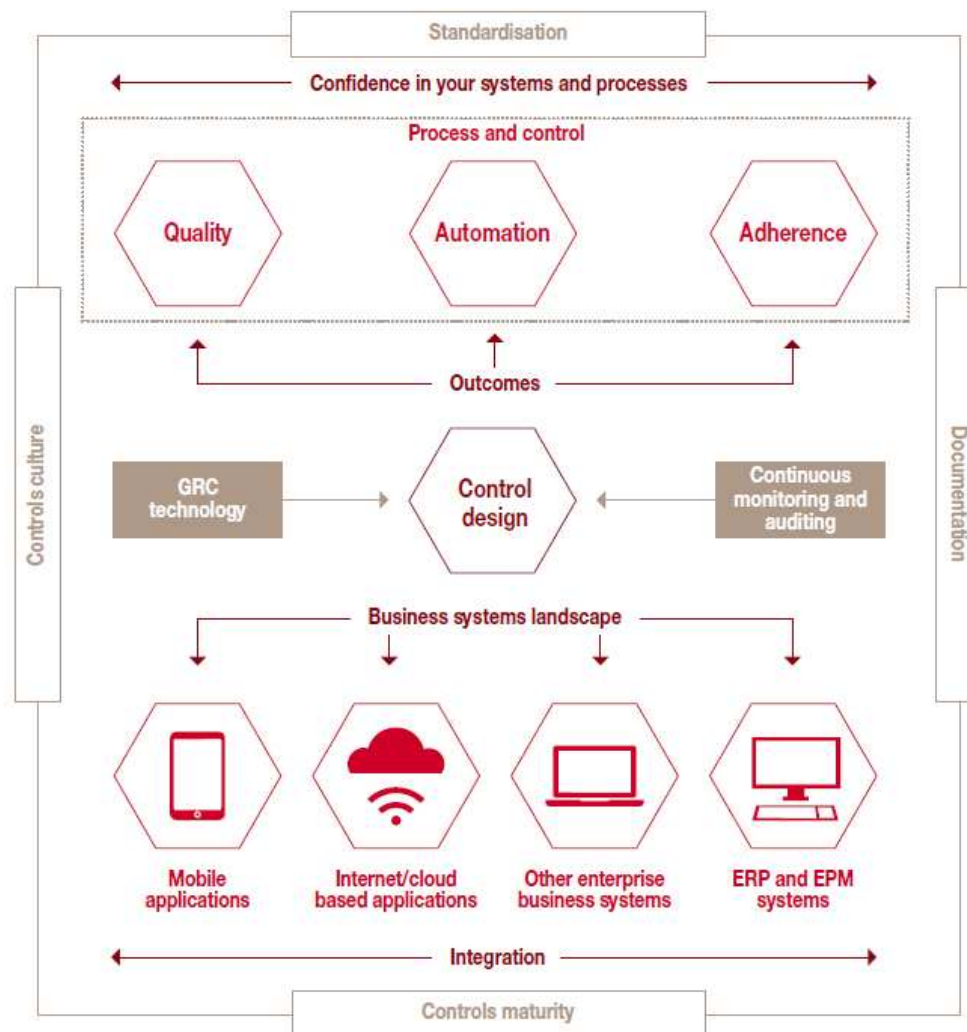


IT risk resilience

- *Informed risk management decisions*
- *Maximise value from IT and technology investments*



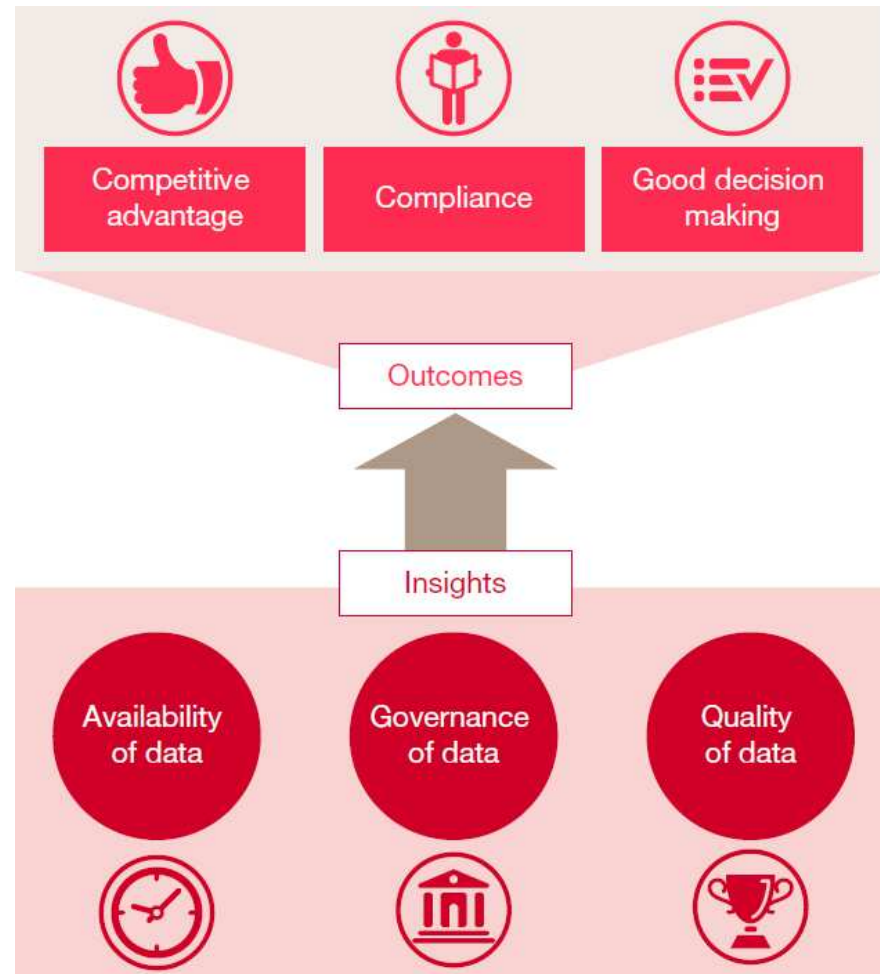
Business systems confidence



- *Boards and senior management demand visibility*
- *Optimise reporting systems*
- *Performance insights*
- *Process adherence*
- *Compliance*
- *Improve controls*
- *Better management of risk*

Data confidence

- *Identify data sources*
- *Assess data quality*
- *Take advantage of good data*
- *Know how to read it*
- *Know what to keep*
- *Know what/how to discard*
- *Secure it*
- *Govern it*



Cyber Security

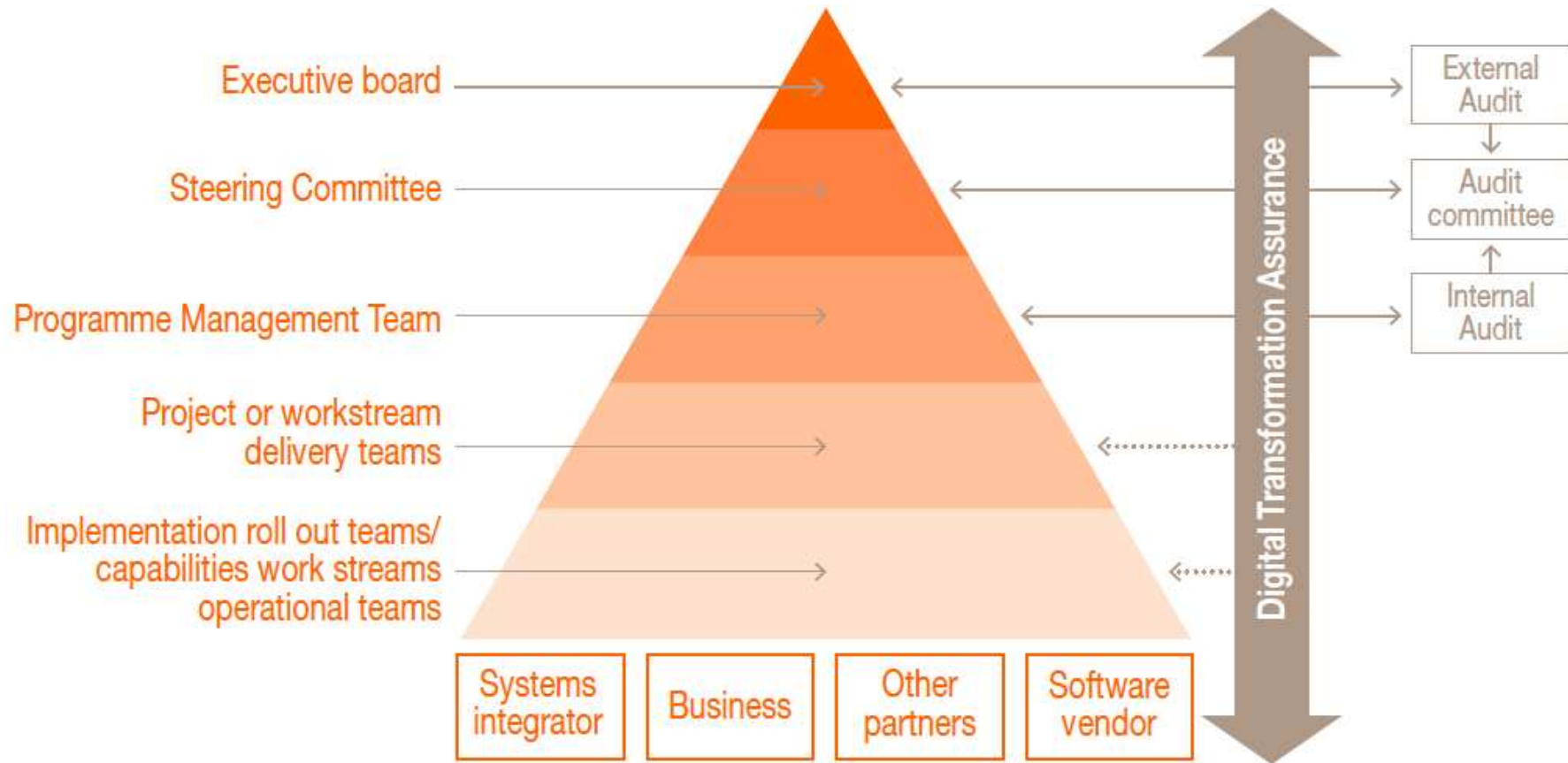


Cyber Security



- *Prioritise: You can't secure everything*
- *Risk: Seize the advantage*
- *Crisis management: be prepared*
- *Connections: Their risk is your risk*
- *Technology: Fix the basics*
- *People: People matter*

Digital Transformation



- *Digital transformation assurance: the conscience of the transformation*
- *Work together to deliver business outcomes NOT implement technology*

Thank You

*“You will need a business strategy for the digital age
– not a digital strategy”*

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