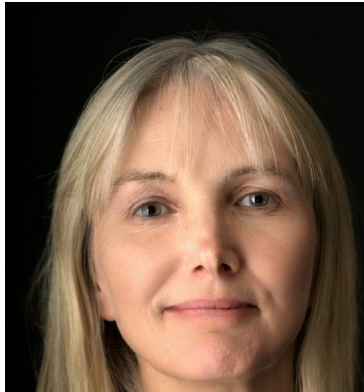# My Working Relationship with Data

JANE CORR

A bit about me

A career in IT spanning 30+ years

Head of Cyber Security for CIÉ

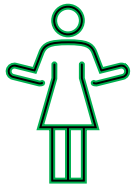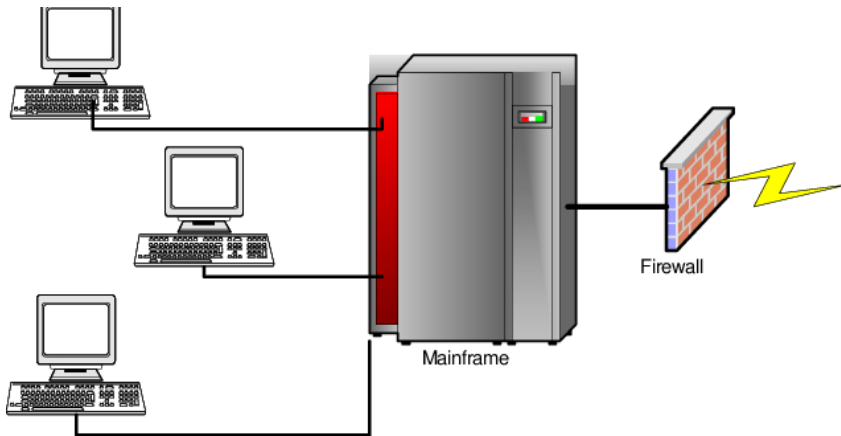**I like...**

Sorting out a mess

Being open and transparent

Things that give my brain a workout

Getting stuff done

A bit of craic

Back in the Good Old Days

DBA & Systems Programmer

Goals
- Keep the systems up so that the business can make a profit

Benefits
- Your data is all in one place and it's structured
- It's easy to backup and recover
- Access is well-managed
- The platform is stable, annual upgrades
- Roles & responsibilities are well understood
- Regulatory oversight is light
- Reporting requirements are basic

Challenges
- Lack of flexibility

Busier now with Client/Server
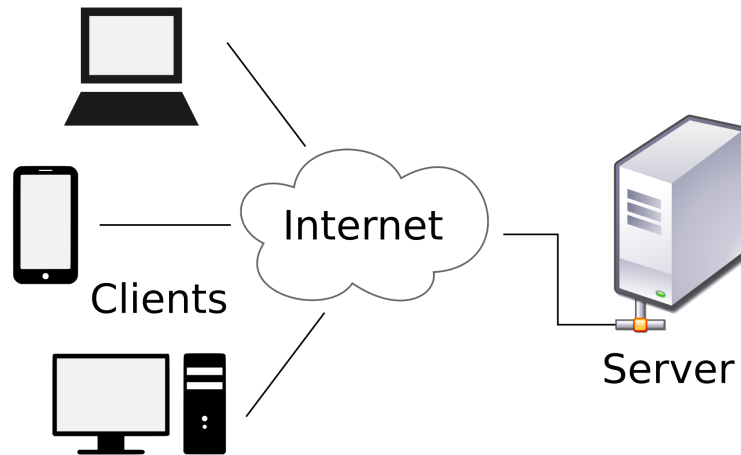
Clients

Internet

Server

Windows Server Manager

Goals
- Multiple businesses all wanting to make a profit

Benefits
- Staff can access the internet
- There are lots of cool systems
- You can reboot devices if they go down
- Regulatory oversight is still light
- Reporting is in colour

Challenges
- Data in a few places now, multiple backup tools
- There are more IT teams who need access to the data
- Trying to figure out which systems are critical
- Systems need to be upgraded more often

| 1989 | 1993 | 2005 | 2010 | 2019 | 2025 |

Lesson Learnt: The Power of Metrics!

European Operations & Datacentre Manager

Goals
- Multiple businesses all wanting to make a profit

Benefits
- Data is everywhere (on premise, cloud, third parties)
- IT is 24x7x365 and we are doing more with less
- Clearly defined services - Service Level Agreements
- Policies, Standards & Procedures to follow

Challenges
- Multiple stakeholders wanting their own reports & metrics
- Data Retention/Recovery expectations e.g. Banking Inquiry
- Separating company data
- Oversight from multiple regulators & auditors, evidence

Move to the Dark Side

CISO

Goals
- Multiple businesses all wanting to deliver public services

Benefits
- Data is everywhere (on premise, cloud, third parties)
- Using industry standard frameworks (NIST, CIS, ISO27001)
- Taking a Group approach to Security, stronger together
- The importance of defined roles & responsibilities

Challenges
- The Compliance Culture
- Operational Technology (OT) is now in scope
- Old contracts with Suppliers and Business Partners
- New regulations e.g. NIS2 (OES, Important Entities)
- Complex Ecosystem

Into The Future
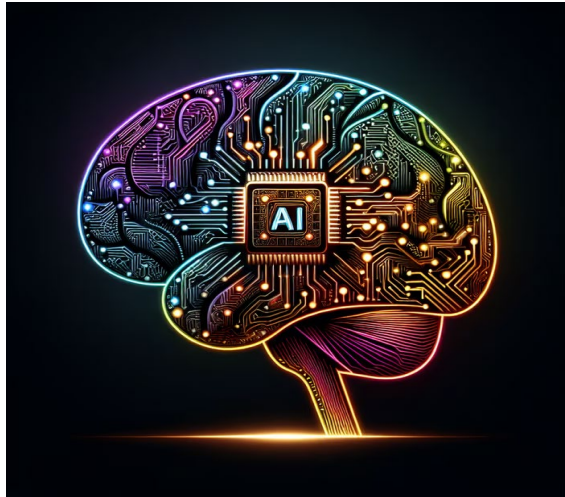

Ex-CISO

Goals
- Multiple businesses all wanting to embrace the full potential of emerging technology to deliver better public services and deliver better outcomes

Benefits
- AI is speeding up innovation
- AI makes it easier to find data
- AI is making security tools more effective
- Lots of new regulations in place to protect citizens

Challenges
- AI is speeding up innovation, so try to keep up!
- AI makes it easier to find data, so you'd better secure it!
- Attackers are using AI to make them more effective
- The Compliance workload just gets heavier

So, what have I learned?

➢ Know which systems/data are critical to your organization and focus on them

➢ Reduce complexity and bring clarity via diagrams, roles/responsibilities, policies and processes

➢ Collaborate to establish shared goals and always have a plan

➢ Transparent collation and reporting of metrics builds trust & improves effectiveness

➢ Don't be afraid of new technology or change. Adapt and get stuck in!