

RUSI: Securing the Critical National Infrastructure

Information Assurance in the Private Sector

Wednesday 25th April 2007

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Information Risk

- A product of using information;
- One of a number of risks that could prevent the business operating properly;
- In different proportions, can support or stifle business opportunity.

Information Risk Management

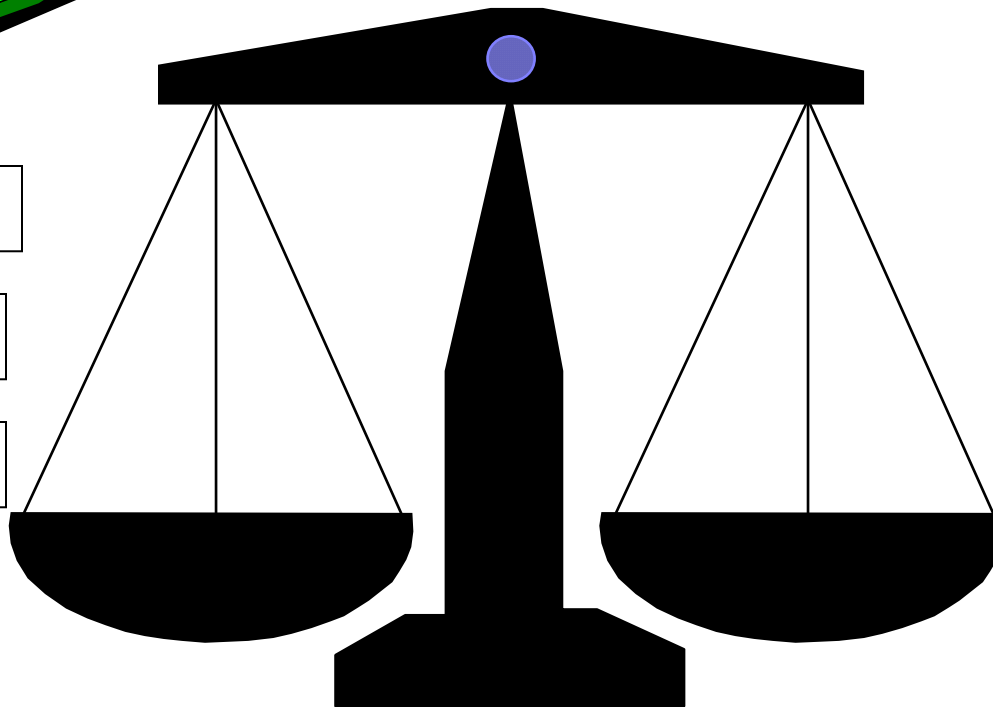
Balancing the Scales



Availability

Timeliness

Integrity



Extra IT
protections/add-
itional cost and
resource

Physical
Security

Access Rights



Risk Appetite

Information Assurance?

Halifax apologises after mortgage details stolen

Jill Treanor

Tuesday March 27, 2007

[The Guardian](#)

Halifax could face action from the City watchdog after admitting that the details of some 13,000 mortgage customers were stolen from a member of staff last week.

The bank, part of HBOS, last night began writing to the customers who had their details stolen after reporting the matter to the Financial Services Authority and the police. The data was contained in a briefcase stolen from an employee's locked car late on Wednesday evening.

Information Assurance?

The screenshot shows the Times Online website interface. At the top, there are advertisements for FedEx Express and Clarkson's cars. The main header features the 'TIMES ONLINE' logo and a navigation menu with categories like NEWS, COMMENT, BUSINESS, SPORT, LIFE & STYLE, ARTS & ENTERTAINMENT, and FOOTBALL. A quote from Ariel Levie is visible on the right side of the header.

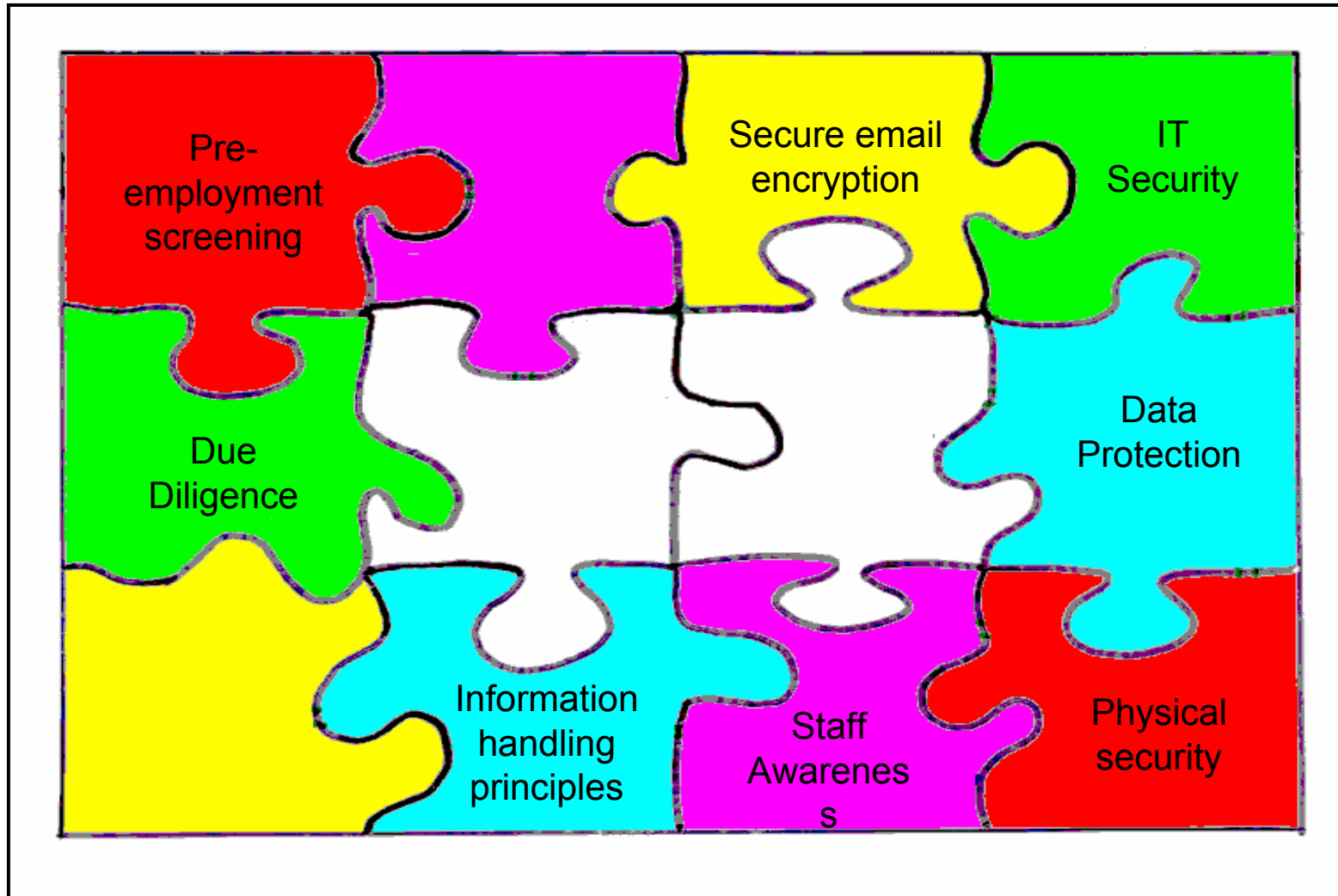
The main article is titled "TJX says 45.7 million card numbers stolen" and is dated March 29, 2007. The sub-headline reads: "Police are investigating a huge credit card heist affecting UK and US customers of the cut-price fashion chain". The author is Jonathan Richards. The article text states: "TJX, the US retailer that owns the TK Maxx stores, revealed today that 45.7 million credit and debit card numbers had been stolen from its computer systems. British and US police are investigating the theft, which took place over an 18-month period, and is believed to be the biggest card heist on record. It affects purchases going back to December 2002, including some made by British customers at the company's 210 UK stores, for which details were stored on a system in Watford. Read the SEC filing [here](#)."

Below the article is a "RELATED LINKS" section with three items: "Card details for sale online", "Why your bank details may end up in the street", and "Beware that e-mail: is it really from Amazon or".

To the right of the article is a sidebar titled "EXPLORE TECHNOLOGY" with a list of categories: BANKING & FINANCE, CONSTRUCTION & PROPERTY, CONSUMER GOODS, ENGINEERING, HEALTH, INDUSTRIALS, LEISURE, MEDIA, NATURAL RESOURCES, RETAILING, SUPPORT SERVICES, TECHNOLOGY, TELECOMS, TRANSPORT, and UTILITIES.

At the bottom right of the article area, there is a "MOST READ" section with a "TODAY" sub-section listing several news items: "Diabetics cured by stem-cell treatment", "Woman loses fight to have ex-boyfriend's baby", "Space tourist delivers classy takeaway", and "Big Bang at the atomic lab after scientists get their wrong".

The IA Jigsaw



The Environment

- Global, fast moving nature of our business;
- Internal control and Governance climate including Regulation and Legislation);
- Increasing public concern v. convenience;
- Changing nature of crime.

Issues for the Business

- 98% of HSBC's assets are information;
- All the environmental factors impact how we handle and protect our information;
- We need to ensure that we don't become so swamped by all the rules and regulations that we can't do business;
- These are operational risk issues and need to be seen in this context.

How Do We Do It?

- No “one size fits all”;
- Bridges and glue;
- Small team, IA integrated into processes;
- Staff Awareness.



“Tell me and I will forget.....

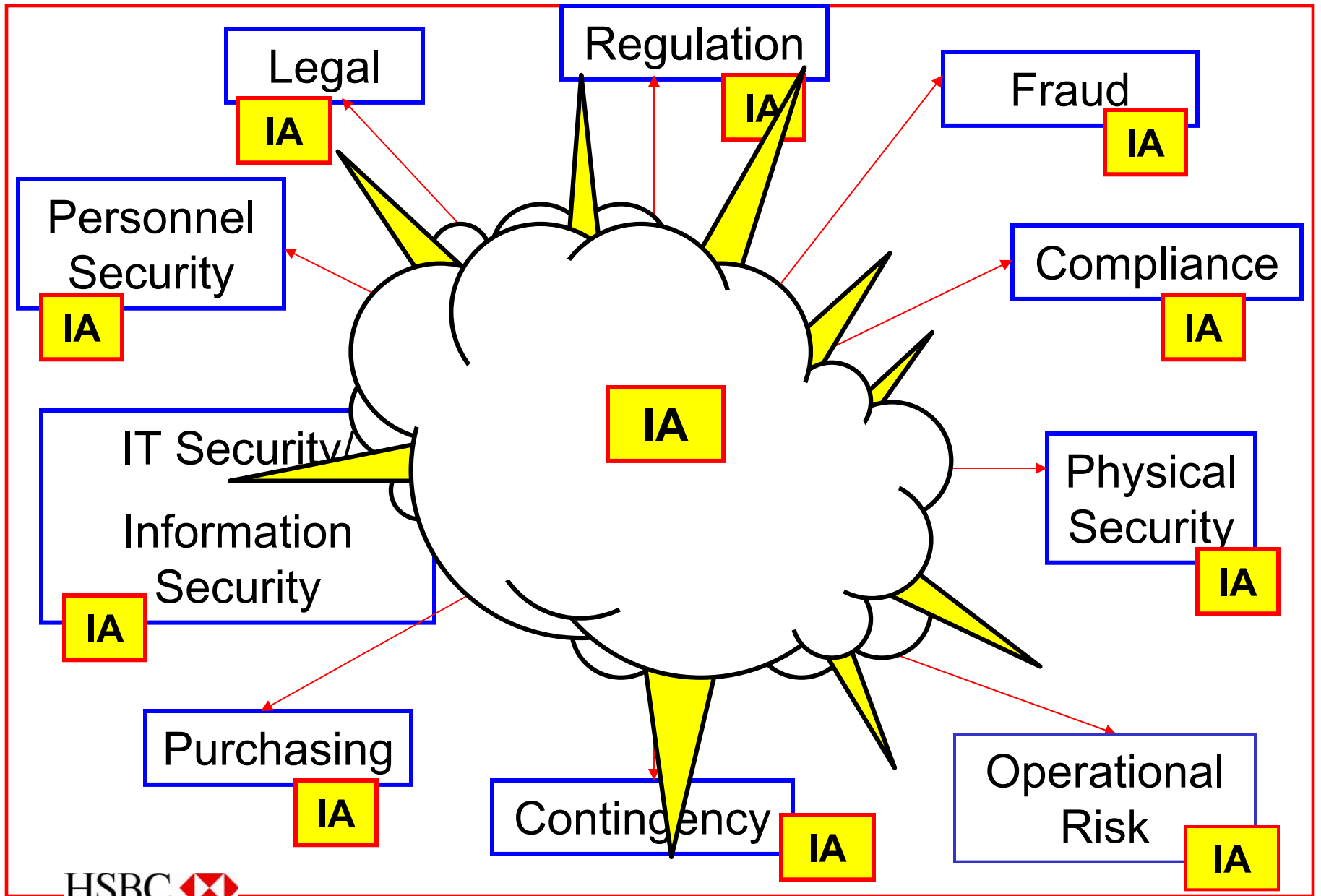
...Show me and I will remember.....



...Involve me and I will understand”
Confucius

How Do We Do It?

- Senior level support;
- Get the policies right;
- Raise awareness;
- Business alignment;
- Embed IA into our processes;
- Partner with other departments.



IA as an Enabler

*“The new perspective can make a value-adding contribution to the organisation, enhancing competitive advantage rather than simply defending existing systems. **Information Assurance represents a migration from a preventative approach to an enabling approach.**”*

“Information assurance - Strategic alignment and competitive advantage” Birchall, Ezingear, McFadzean, Howlin and Yoxall, Henley Management College

Any Questions ?

