

## PROGRAMME DAY 1

# Information Security Governance in Public Institutions

8.30-9.00

Registration and Handout of Seminar Material

9.00-9.05

Opening Remarks from the European Academy for Taxes, Economics & Law

9.05-9.30

### Welcome Note from the Chair

**Erik Boers, Senior Business Advisor, Head of Quality & Risk Management, Netherlands Tax and Customs Administration, Ministry of Finance, the Netherlands**

### Roles, Responsibilities, Organisational Buy-In and Awareness Building

9.30-10.15

### Ideal Organisational Definition and Embedment of Information Security

- What can and what should information security deal with?
- What should be the state of mind of the information security officer?
- "Prototypes" of embedment of information security in public institutions
- Guidelines for sharing information
- Compromise between information security and economical issues – how to connect availability and efficiency
- Pattern of information security's daily work

**David Wilde, Executive Director for Place Operations and Chief Information Officer, Essex County Council, United Kingdom**

10.15-10.30

Discussion Round

10.30-11.00

Coffee Break and Networking Opportunity

11.00-11.45

### Reporting Duties and Possibilities towards Top Management

- Necessary input to senior level
- Patterns of demonstrating information and updates
- Compromise between efficiency and confidentiality
- Optimal frequency of communication and meetings

**Yvonne van den Bos, Senior Advisor/Business Continuity Officer, Central Staffboard Business Operations, Ministry of Finance, the Netherlands**

11.45-12.00

Discussion Round

12.00-13.00

Lunch Break and Networking Opportunity



### ERIK BOERS

**Senior Business Advisor, Head of Quality & Risk Management, Netherlands Tax and Customs Administration, Ministry of Finance, the Netherlands**

Erik Boers is Senior Advisor to the Central Staff Board Business Operations of the Netherlands Tax Administration and currently

Head of Quality & Risk Management. In his career he has been working in the field of planning, finance and control, staff officer and also as a manager. He is an experienced trainer and project leader. Over the years he specialised in risk management and controlling. His purpose is to make risk management accessible to all levels of the organisation. He combines this knowledge with vast experience in process redesign, process improvement and in developments such as lean management, administrative logistics, planning and forecasting.



### DAVID WILDE

**Executive Director for Place Operations and Chief Information Officer, Essex County Council, United Kingdom**

David Wilde was appointed Executive Director for Place Operations in June 2015. He is also currently CIO for Essex County Council. He has established a strategy

and delivery programme based on cloud adoption, supporting economic growth, shared services through collaboration and self service through digital engagement including take-up of social media. Cost reductions of almost £15 million have been achieved whilst transforming ICT services, in turn supporting the achievement of over £100 million in wider efficiencies. David Wilde was previously CIO for Westminster City Council where he set up and implemented an exciting new ICT strategy based on the principles of customer centric service delivery, resulting in cost reductions of over 30% and dramatically improved customer satisfaction levels. Prior to that, David was CIO at the London Borough of Waltham Forest, with responsibility for the Council's access to services strategy. Earlier roles included Head of e-Business and Head of Internal and Electronic Communications for the Office of the Deputy Prime Minister (ODPM).



### YVONNE VAN DEN BOS

**Senior Advisor/Business Continuity Officer, Central Staffboard Business Operations, Ministry of Finance, the Netherlands**

Since 2005, Yvonne van den Bos has been working in the field of business continuity focusing on information security. Her main areas are business perspective, awareness and management commitment. Her activities also cover tasks of the quality management and the risk office management (specialisation in labour law) and a post-graduate certificate in Human Resources Management.



**European Academy**  
for Taxes, Economics & Law

13.00-13.45

## Where Do Interferences and Conflicts Commonly Occur?

Information security relating to

- IT security
- Information security and the human factor
- Internal and external auditors
- Whistle blowers

**Angelika Mann, InfoSec Policy Officer, European Space Agency (ESA)**

13.45-14.00

Discussion Round

14.00-14.45

## How to Keep Compliance High and Resistance Low

- Common reasons for resistance against information security efforts
- Execute lobbying for information security
- Outline of internal training and exercise
- Formulation of teaching documents and manuals

**Yvonne van den Bos, Senior Advisor/Business Continuity Officer, Central Staffboard Business Operations, Ministry of Finance, the Netherlands**

14.45-15.00

Discussion Round

15.00-15.30

Coffee Break and Networking Opportunity

15.30-16.15

## Which Steps to Tackle when Introducing Information Security to the Organisation

- Basic principles when giving top priority to information security
- How to quickly examine the particular organisation's features
- Suitable set up of steps when introducing information security capacities
- Setting up time frames

**David Wilde, Executive Director for Place Operations and Chief Information Officer, Essex County Council, United Kingdom**

16.15-16.30

Discussion Round



**ANDREAS SCHMIDT**  
**Chief Information Security Officer (CISO), Federal Ministry for Economic Affairs and Energy, Germany**

Andreas Schmidt has been working as Chief Information Security Officer (CISO) at the Federal Ministry of Economics and Energy (BMWi) in Germany since 2011.

He is also in charge of the IT project management. Prior to this, he was responsible for security for the digital radio of the BOS (Behörden und Organisationen mit Sicherheitsaufgaben: Public institutions of high security significance) authorities, and was active as an IT Security Officer at the Federal Ministry of Interior. As an ISO 27001 Auditor and IS Auditor, Andreas Schmidt also carries out audits and revisions, among others, according to the methodology of the IT baseline protection of the BSI (Bundesamt für Sicherheit in der Informationstechnik), the German Federal Office for Information Security.



**ANGELIKA MANN**  
**InfoSec Policy Officer, European Space Agency (ESA)**

Since 1994, Angelika Mann has been working in the IT sector as a Project and Service Manager for complex IT Security projects/services, as a Manager of the ESA Computer and Emergency Response Team (ESACERT) and Senior Advisor to all CIS related matters. She is an experienced lead auditor and manager and combines her knowledge of IT governance with her vast experience in IT implementation.

## Making it Real

### Workshop

16.30-17.45

## Which Steps to Undertake in Case of Information Breaches or Security Incidents?

*Comprehensive information security governance does not only deal with the avoidance of incidents, but also conceives the measures to undertake in case of emergency.*

**Which kinds of incidents to track?**

**Alarm chain: Who notices and has to signal?**

**Whom to involve and how?**

**Conception of the counter measures:  
Information obligations, legal obligations,  
compliance pre-settings**

*After an introductory speech the participants are divided into groups where they develop a strategy to quickly assess emergency situations.*

**Andreas Schmidt, Chief Information Security Officer (CISO), Federal Ministry for Economic Affairs and Energy**

17.45

End of Day One

# Information Security Governance in Public Institutions

9.00-9.05

**Welcome Note from the Chair**  
**Angelika Mann, InfoSec Policy Officer,**  
**European Space Agency (ESA)**

## Information and Exchange of Information

9.05-9.45

**What Are the Central Guidelines and  
Containments Regarding Information  
Communication Systems?**

- Directives, policies, guidelines, best practices?
- Information at rest (computer, USB devices, storage)
- Information in transfer (mobile devices, e-mail, networking)
- Shared information (private/public cloud, file server)
- Social media and search engines such as Facebook, Twitter, Google

**Angelika Mann, InfoSec Policy Officer,**  
**European Space Agency (ESA)**

9.45-10.00

Discussion Round

10.00-10.30

Coffee Break and Networking Opportunity

10.30-11.15

**How to Conduct Inter-Organisational  
Exchange of Information Properly**

- How to classify 'internal' documents
- The Need-to-Know-Principle
- Handling of classified/unclassified data
- Control of classified/unclassified data

**Angelika Mann, InfoSec Policy Officer,**  
**European Space Agency (ESA)**

11.15-11.30

Discussion Round

## Challenges when Recording and Storing

11.30-12.15

**Archiving Information Properly**

- Preservation guidelines
- Assuring access for the right people
- How to destroy documents properly

**Alexandre Diemer, Chief Information Security Officer,**  
**Council of Europe**

12.15-12.30

Discussion Round

12.30-13.30

Lunch Break and Networking Opportunity



### ANGELIKA MANN

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### ALEXANDRE DIEMER

**Chief Information Security  
Officer, Council of Europe**

Since 2009, Alexandre Diemer has been working as Chief information Security Officer for the Council of Europe. His work includes major projects such as developing IT security policy and business recovery plans or risk analysis. He is responsible for security matters of internal projects and controls the implementation of security requirements. During his 12 years of professional experience in IT security he has been in charge of technical infrastructures, technical security and security awareness.

***“Information security is top priority  
and not just nice to have.”***



**European Academy**  
for Taxes, Economics & Law

13.30-14.15

## Maintaining Information Security for Recordings

- How to manage recordings
- Features of video recordings
- Features of audio recordings
- Storing recordings

**Alexandre Diemer, Chief Information Security Officer, Council of Europe**

14.15-14.30

Discussion Round

14.30-15.00

Coffee Break and Networking Opportunity

## Information Security and Risk Management

### Workshop

15.00-16.45

## Risk Management Applied on Information Security Processes

*Suitable information security wouldn't be complete without comprehensive information risk management. What elements of information security risk management are of particular interest for your organisation?*

**Outline of (general) risk management**

**Communicative risk management**

**Risk culture**

**Risk dialogue**

**Introduction to case study**

*After a presentation the participants are divided into groups to complete group assignments. The results will be presented in the plenum.*

**Erik Boers, Senior Business Advisor, Head of Quality & Risk Management, Netherlands Tax and Customs Administration, Ministry of Finance, the Netherlands**



### ALEXANDRE DIEMER Chief Information Security Officer, Council of Europe

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16.45

End of Seminar and Handout of Certificates

**“Valuable forecast about the biggest challenges about to come.”**