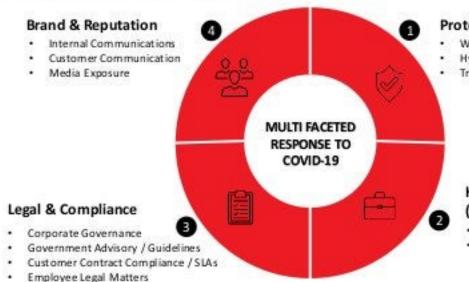
## Cybersecurity: During and Post COVID-19

- Initial focus: Secure Service availability. Align Existing controls
- Going forward: New threats of Phishing and Ransomware requires New Thinking and Awareness
- Management
  - New Definition and Needs of High Availability, Disaster recovery and Business Continuity
  - New Tools and Solutions
  - Frequency of monitoring
  - Response Time
  - Training and Upskilling on new Tools, Processes and Practices
- Cyber Security (A State of Mind too)
  - Being one step ahead : Simulation
  - Follow the tail: Quick response to Vulnerability Management
  - Think Security, and not just follow the guidelines

## COVID-19 | Planning & Response



## **Protecting our People**

- Workplace Safety Measures
- Hygiene Advisory & Guidelines
- Travel Advisory

## Honoring Customer Commitments (Delivery)

- · Business Continuity Planning
- Review Customer MSA / Contracts