

# Managing Cybersecurity Risks

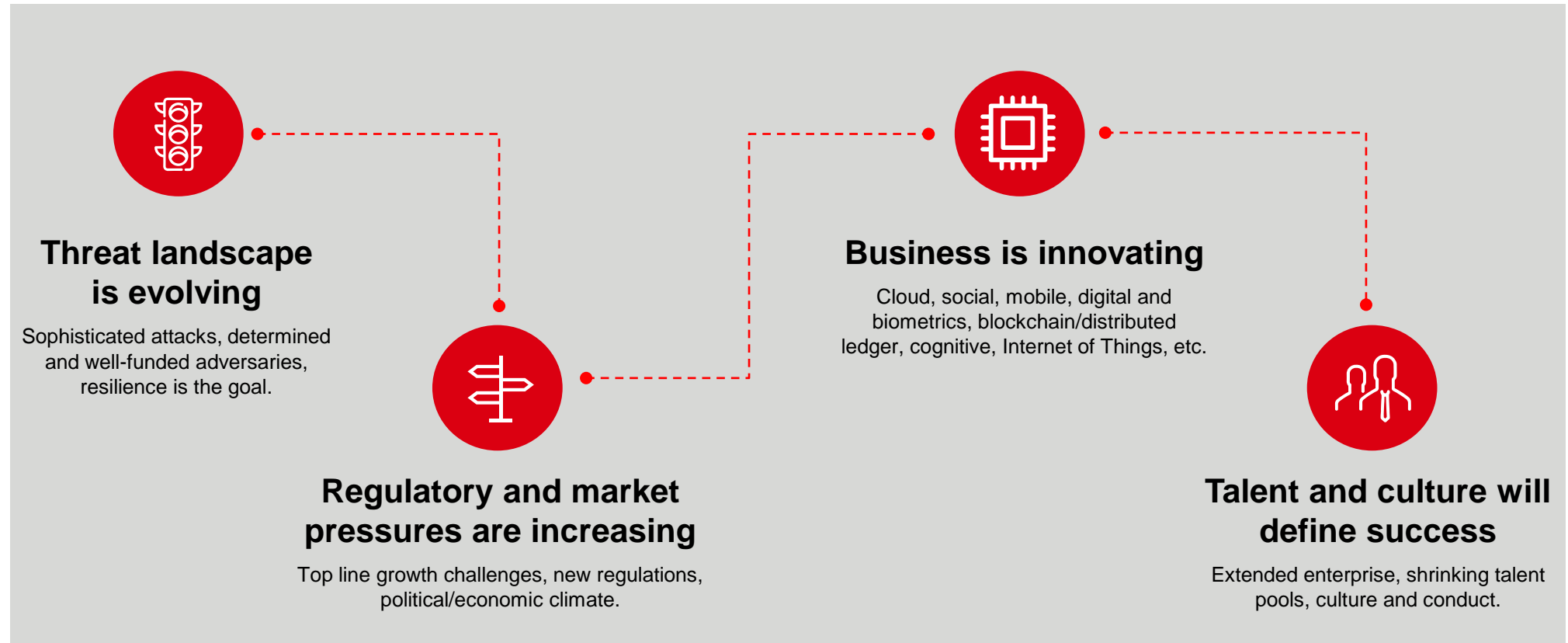
Presented by Neil Hopkins, Cyber Security Lead, HSBC AU & NZ



# Changing Cyber Landscape

# Why is it important to understand Information and Cyber Security Risk management?

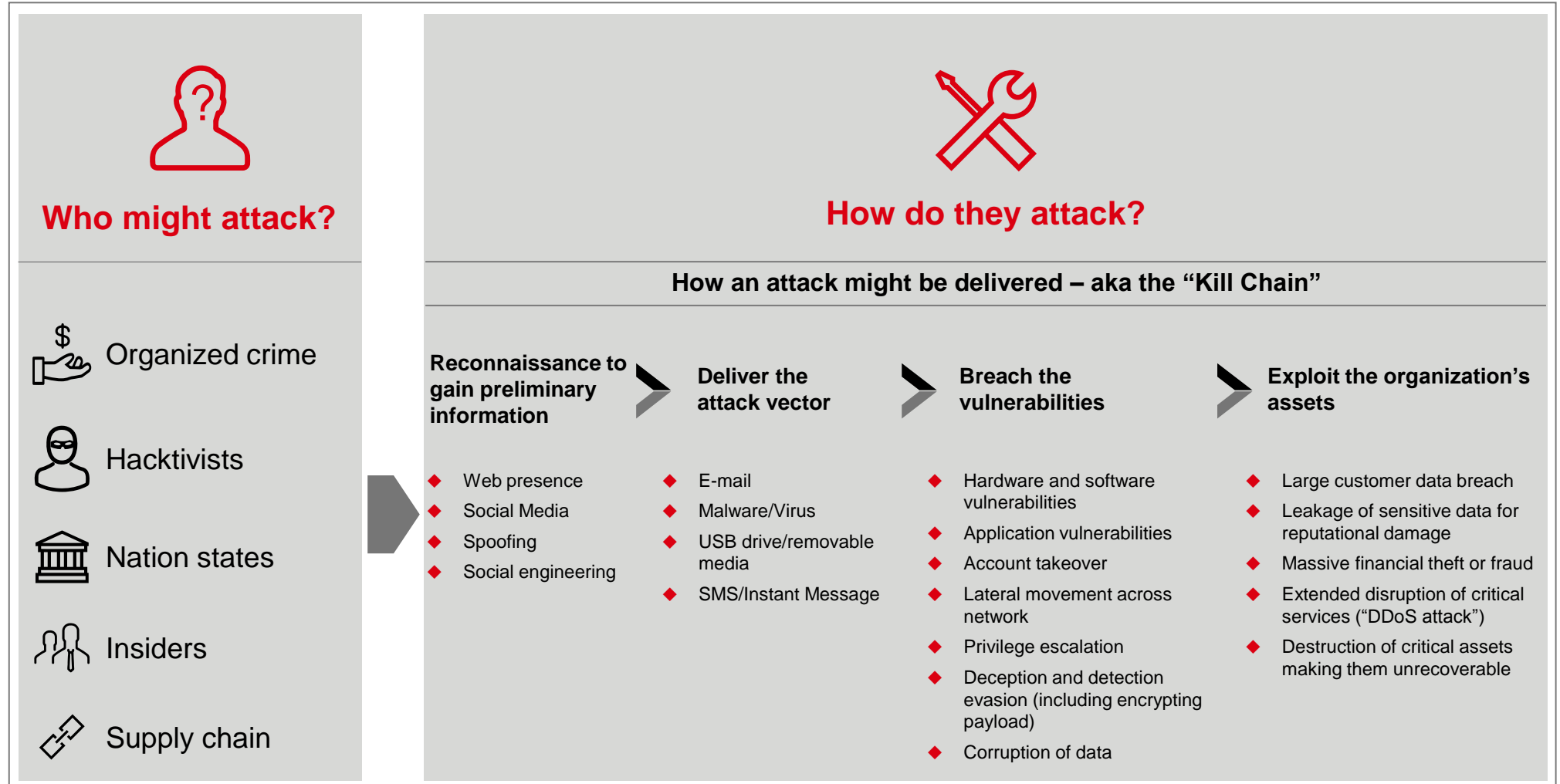
The threat landscape is rapidly evolving; we need to keep pace with change



**Evolving business requirements coupled with the changing cyber threat and regulatory landscape drive the need to update our strategy and strive to be within risk appetite.**

# Understanding the attack vectors

(i.e. who might attack and how an attack might be delivered)



# What is HSBC's exposure to cyber threats?





**Protecting and monitoring one of the largest Technology estates in the world...**

50m+  
external customers worldwide

250,000  
colleagues  
worldwide

26,000  
-strong ATM networks  
in 40 countries

6,300 offices  
in 74 countries and territories



**requires the support of an expansive infrastructure...**

Data centres in 23 countries,  
74,000 servers

82PB  
of storage

1.7m  
network ports

1.8bn  
internal user  
logins a month

14m  
videoconference  
minutes a month

400,000  
end-user devices

5,800  
IT applications



**to meet the size of the threat we face...**

15m - 20m  
emails are sent by  
HSBC per year

60%  
of these to the  
public domain

10,000+  
encrypted files  
sent to public  
domains annually

600,000+  
internal privileged  
accounts to  
manage

250,000+  
colleague access regularly managed



**and ensure HSBC is protected.**

150+  
HSBC external  
websites security  
tested annually

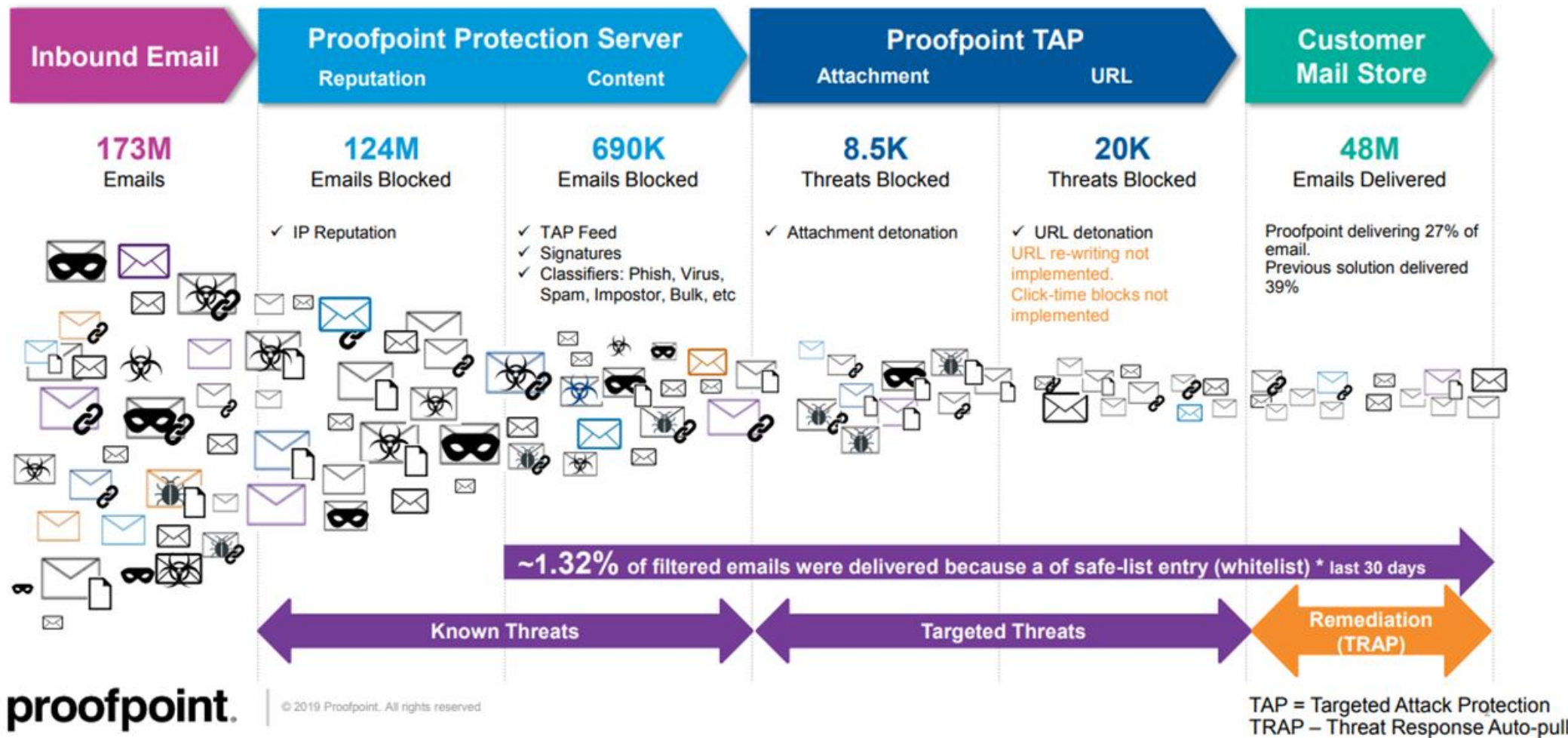
c. 3,400  
security reviews  
completed on key  
suppliers annually

More than 30,000  
shared drives  
and Sharepoint sites scanned monthly

10,000  
malware alerts  
received and  
investigated

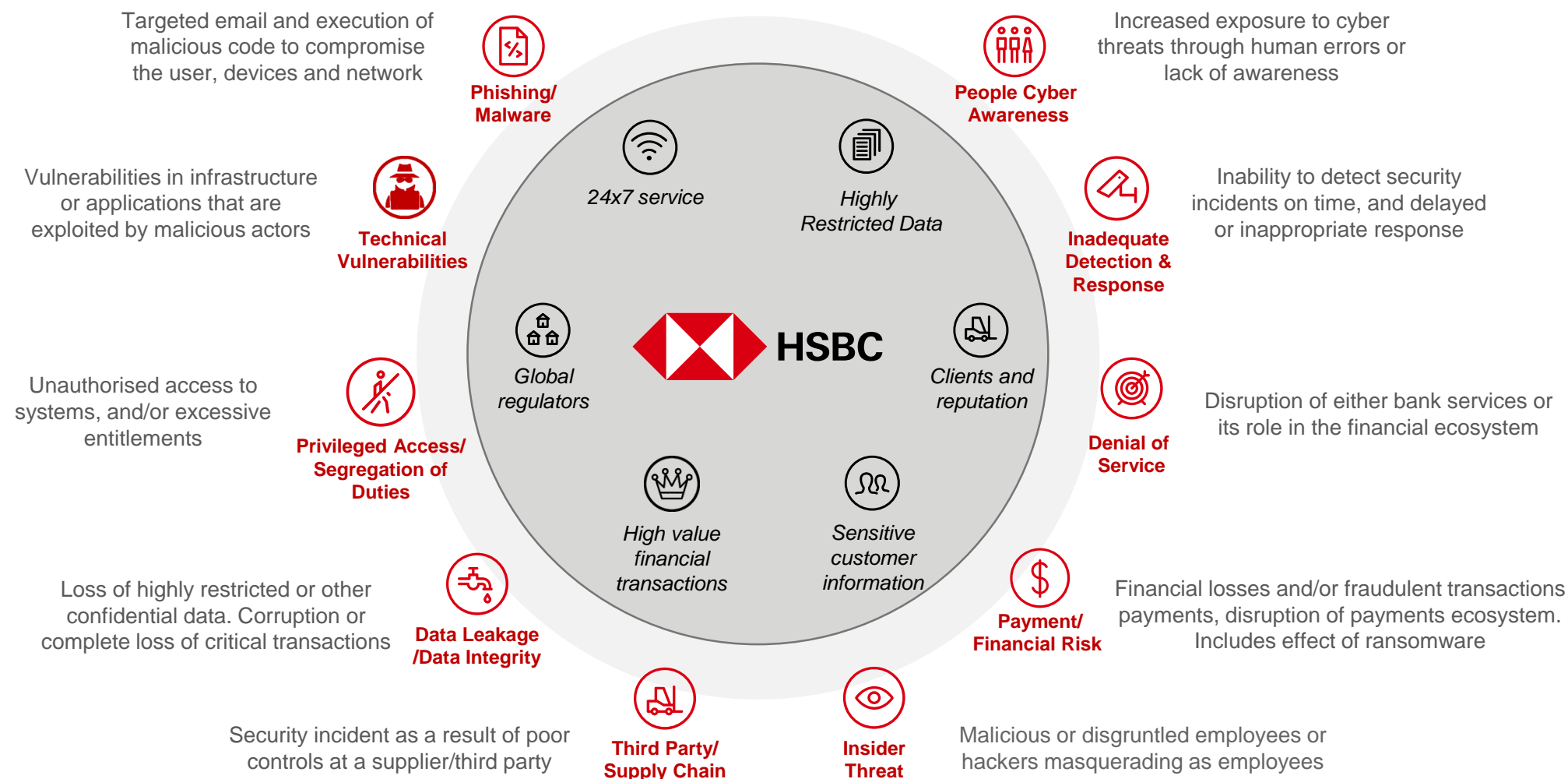
50,000  
data leakage  
alerts reviewed  
and investigated

# Threat protection statistics — August 2019



# Why does HSBC have an Information and Cyber Security Risk management Strategy?

Key threats inform the Bank's Cybersecurity strategy





# How do we protect HSBC?



# Cyber Security Strategy Overview

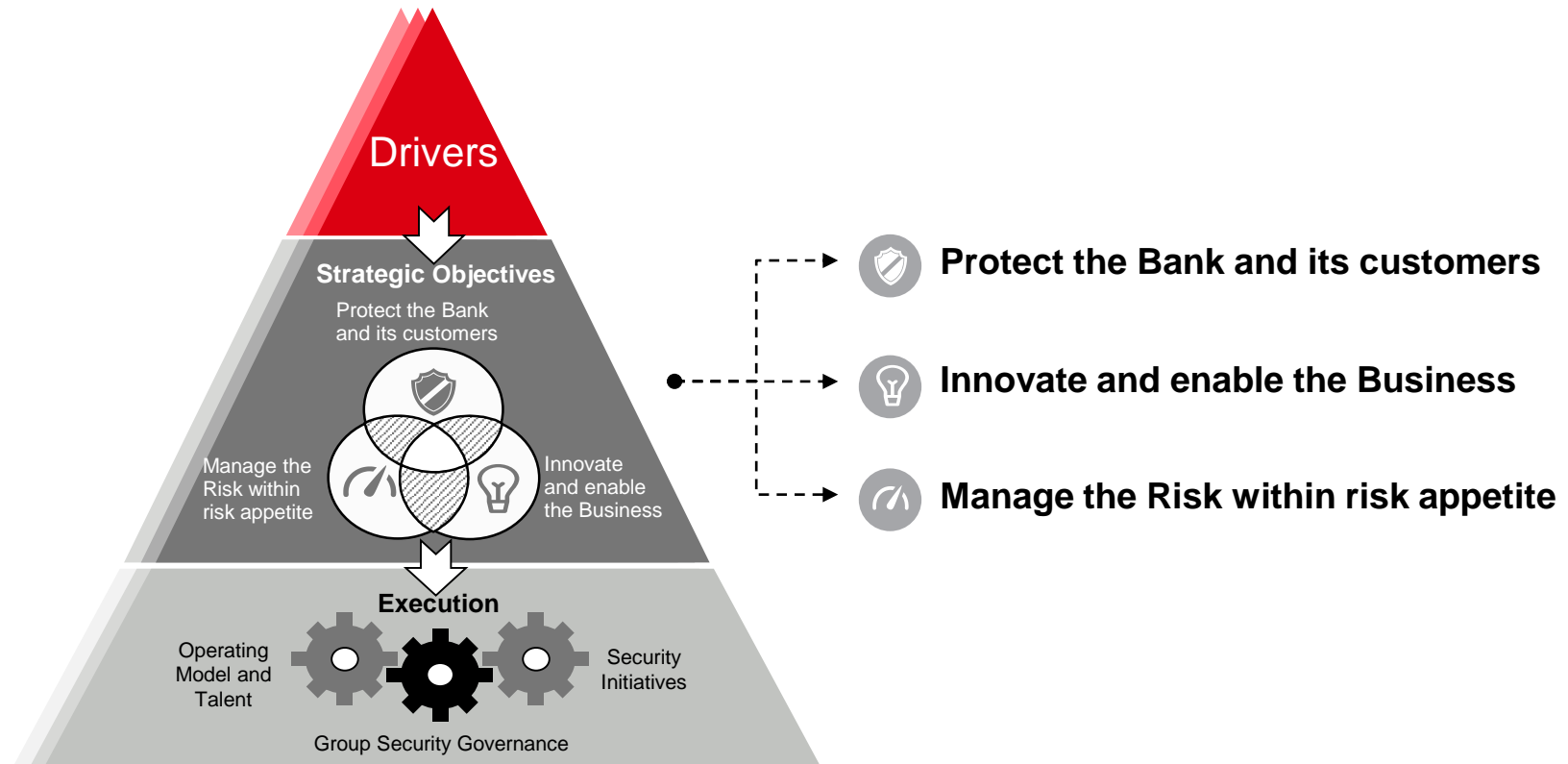


## Vision




- ◆ Defend for today and Prepare for the future, in order to protect the bank and safeguard our customers

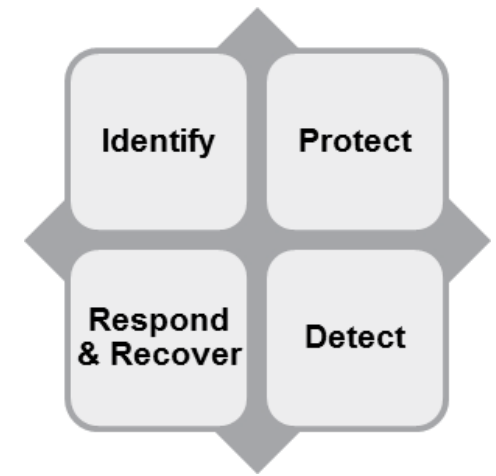
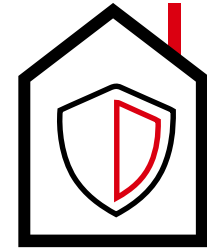


## Strategy



# Protecting HSBC is analogous to protecting your house

<b>Lock the doors</b>	✓ Implement comprehensive, industry standard controls across the enterprise to reduce velocity and impact of events		<b>Protect</b>
<b>Alarm the house</b>	✓ Implement an internal world class Cyber Security function providing sustainable and adaptable defence to protect HSBC		<b>Detect</b> <b>Respond &amp; Recover</b>
<b>Protect family jewels and heirloom</b>	✓ Fortify our critical assets/crown jewels to identify, protect, detect, respond and recover from cyber attacks		<b>Identify</b>

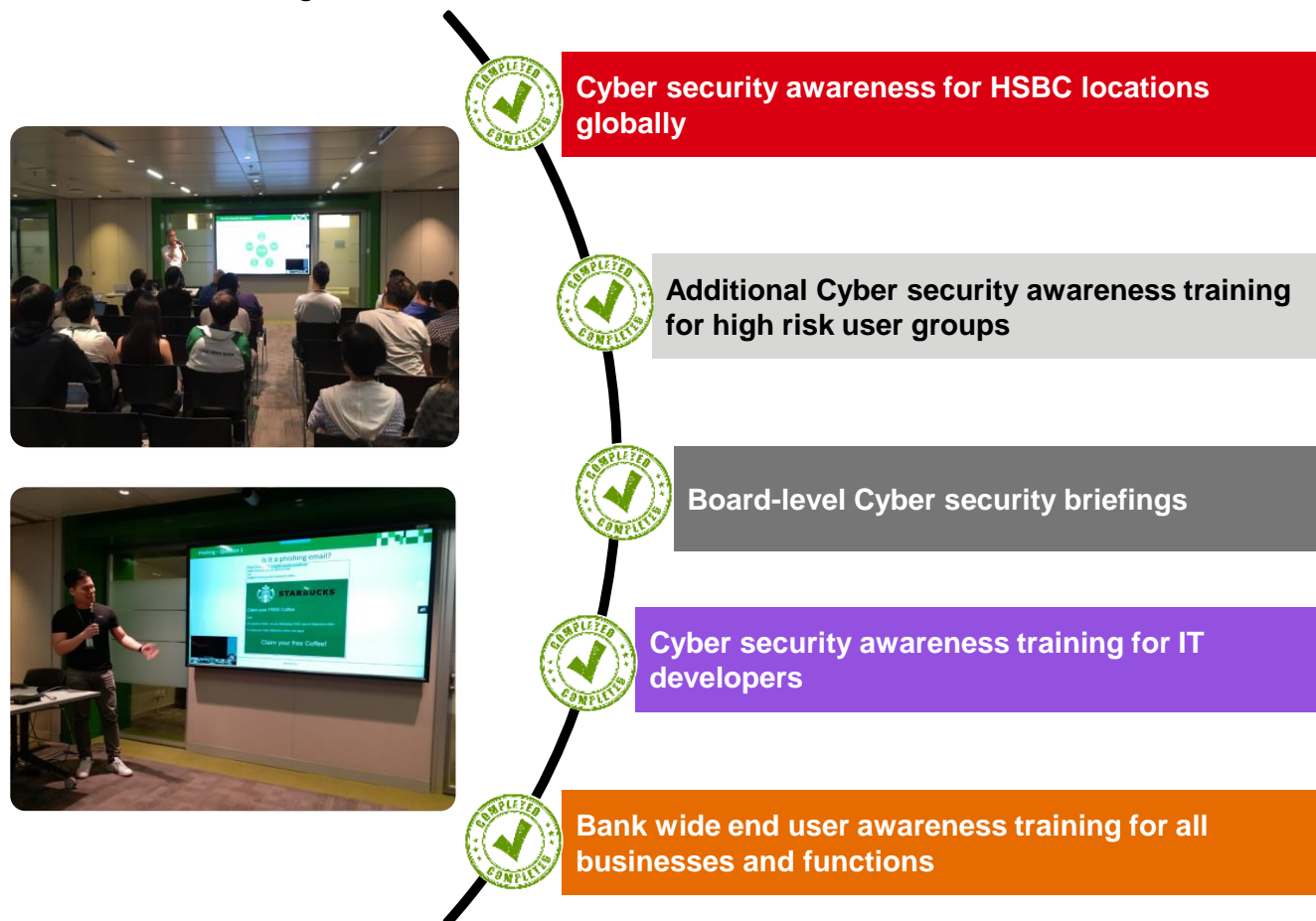


**NIST Framework**

# Recommended “best practice”

# Cybersecurity Awareness & Training Best Practices

Humans can be either the weakest link or the strongest defense in cyber security, depending on the level of awareness. HSBC Cyber Security has initiated a bank wide awareness program targeting audiences at all levels, through a number of initiatives including:



## On-going Cyber Awareness Programme

### Cybersecurity Newsletter

Quarterly newsletter to senior executives including industry trend and bank wide initiatives



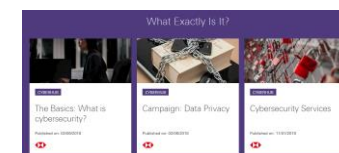
### Cybersecurity Shields

Business users who act as internal ambassadors for Cybersecurity. Programme designed to increase cyber awareness among colleagues across the bank



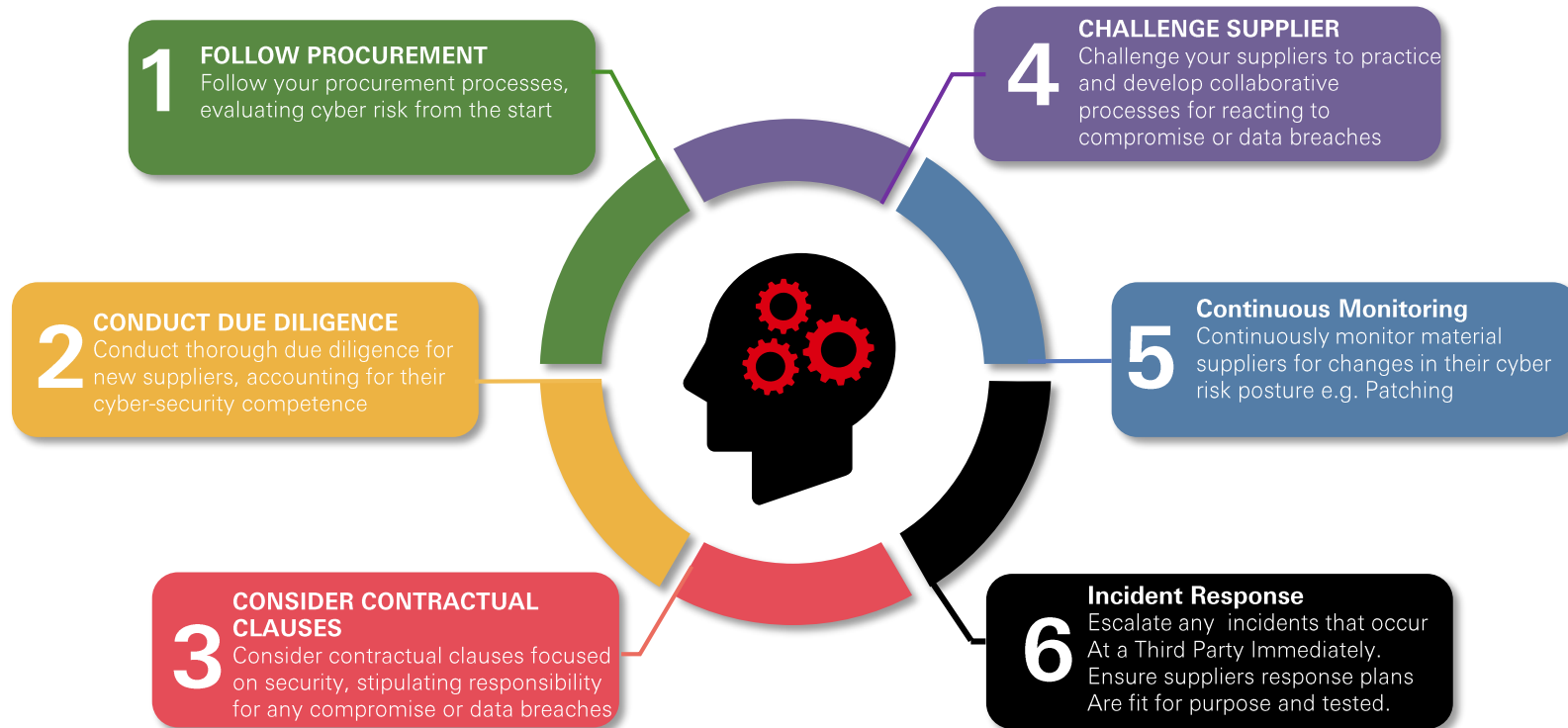
### Cyber Hub

Self-service portal with latest cyber security news, threats, user awareness tips and regular newsletters





# Supply Chain Risk



## Individual Security Considerations

- ◆ Password Management – complexity AND length (and ideally 2 Factor)
- ◆ Ignore unsolicited emails – Be wary of attachments, links, and forms in emails
- ◆ Leaving devices unlocked
- ◆ Beware of phishing websites and use internet cautiously. If it seems “fishy” it probably is
- ◆ No pirated and cracked software
- ◆ Always keep your devices protected with antivirus, anti-malware and keep them updated automatically
- ◆ Software and Operating System updates
- ◆ Access Management

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