Post event report

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> " The content was very relevant and the presentations at the right length too; long enough to get the detail and short enough to keep attention. I could draw a lot of comparison with issues that major retailers experience, and I really support forums with other like minded professionals to get the best out of our combined experience. A really good conference. "

Principal Information Security Architect, Sainsburys

> " I recently had the pleasure of attending a highly informative cybersecurity talk focused on securing the retail industry, and I am thrilled to share my positive experience. The speakers showcased a remarkable level of knowledge and expertise, leaving a lasting impression on the entire audience, myself included. Throughout the talk, the speakers demonstrated a deep understanding of the importance of cybersecurity in the retail sector and effectively highlighted the potential risks associated with neglecting this critical aspect. Their ability to distil complex technical concepts into easily understandable terms was truly commendable, making the information accessible to both cybersecurity professionals and those new to the field. "

Information Security Analyst, Sainsburys

> " I found the Securing Retail summit both informative and thought provoking. It was interesting to hear from speakers from a wide array of backgrounds, whether from across retail, FS, regulatory or technology/ tooling vendors. Each of them brought a different perspective to our collectively experienced anxieties. Overall, a very good and beneficial use of time. "

Senior Cyber Security Manager, Currys

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Key themes

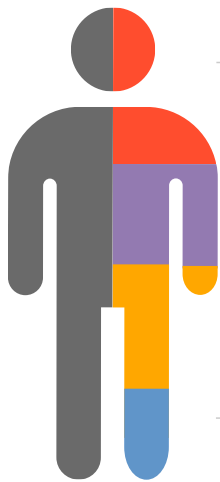Securing next gen payments

PCI DSS – not down, not out

Where can AI / ML solutions help the retail sector?

Securing e-commerce: avoiding the obvious errors

Zero trust, IAM and PAM

Keeping customers safe to keep retailers safe

Who attended?

Cyber-security
We have a 20-year track record of producing the events cyber-security professionals take seriously

Risk Management
We attract senior risk officers with responsibility for information risk assessment and mitigation

Fraud, Audit, Compliance
We provide the go-to events for fraud prevention and compliance owners at the world's key corporates

Data Protection & privacy
We are a key venue for decision-makers with budget and purchasing authority

Speakers

Andy Lalaguna,
Senior Solutions Architect
eSentire

Chris Jones,
Senior Sales Engineer
Forcepoint

Danielle Sudai,
Security Operations Lead
Deliveroo

James Vale,
Senior Business Information
Security Officer
**Barclays Consumer Banking
and Payments**

Jonathon Concannon,
Group Information Security Manager
Boohoo Group PLC

Darcy Delich-Coull,
Head IT Security & Compliance
Footasylum

Maxime Cartier,
Former Head of Security Culture
& Competence
H&M Group

Miles Hood,
UK Territory Manager
Tenable

Simon Goldsmith,
Director for Information Security
OVO Energy

Simon Turner,
Senior Manager ISSCA
Consultancy Services
BT Group

Jeremy King,
VP, Regional Head for Europe
PCI Security Standards Council

Barry Swick,
PCI Compliance Manager
WSH Group

Agenda

09:25	Chairman's welcome
09:30	**Human risk management: 3 steps to shift from a compliance to a behaviour change programme**
	Maxime Cartier, Former Head of Security Culture & Competence, H&M Group
	80% of cybersecurity breaches involve the human element (social engineering, credentials, information mishandling etc.) yet training has failed to meaningfully reduce this risk. So how can retail companies:
	• Create sustained behaviour change in an organisation • Change perceptions and awaken security consciousness by changing how you talk about security • Choose the right metrics: which metrics can best inform your work and engage senior management? • Sustain long-term behaviour change: how to industrialise a data-driven approach to manage human risk
09:50	**How to build cyber-resilience in the retail sector**
	Andy Lalaguna, Senior Solutions Architect, eSentire
	In today's threat landscape, security leaders must shift their focus to improving their cyber-resilience. The ability to anticipate, withstand, recover from, and adapt to the evolving cyber-threats will dictate how well-equipped your cybersecurity programme is at defending against these threats. However, given the lack of skilled in-house security resources, it can be challenging to balance the number of incoming security alerts with delivering swift response to eliminate known and unknown threats.
	Join eSentire's Senior Solution Architect, Andy Lalaguna as he shares insights on how you can leverage 24/7 threat detection, investigation, and response capabilities to reduce your cyber-risk, build resilience and prevent business disruption.
	Key takeaways include:
	• How to assess, understand, and quantify your cyber-risks • Why you should shift your focus to building cyber-resilience in addition to managing your cyber-risks • How proactive threat hunting, combined with 24/7 threat detection and response, are critical in developing a strong cyber-defence strategy
10:05	**CISO priorities: is retail different?**
	Jonathon Concannon, Group Information Security Manager, Boohoo Group PLC; **Darcy Delich-Coull,** Head IT Security & Compliance, Footasylum
	Retail firms are prime targets for hackers after data and money. Their challenges may look the same as those faced by other organisations but the differences are a real headache for CISOs in the sector. Learn how these leaders deal with:
	• Securing millions of customers and their transactions • Building secure but attractive customer journeys • Secure software/app development/purchase
10:40	**Data, risk, and a fast-moving target**
	Chris Jones, Senior Sales Engineer, Forcepoint
	• The real-life challenge of all data everywhere, all at once • Understand the varied channels where data is found, and the many ways data is used and exfiltrated • Why might data sensitivity reduce the return you receive on existing assets? • How do you mitigate risk when the goalposts never stop moving?

Agenda

11:00 | **It's not a binary choice: Debunking the myth of compliance vs Threat informed defence**

Simon Goldsmith, Director for Information Security, OVO Energy
- InfoSec's 5 forces: building a security strategy
- Neither a defensible strategy nor effective defences, it's both
- Governance, regulatory compliance, threats and risk reduction for all shapes and sizes
- Tactics from boiling frogs to security stories and being practical

11:20 | **The path to core compliance for the retail sector**

Simon Turner, Senior Manager ISSCA Consultancy Services, BT Group;
Jeremy King, VP, Regional Head for Europe, PCI Security Standards Council;
Barry Swick, PCI Compliance Manager, WSH Group

If you are compliant with PCI DSS, and moving towards version 4.0, then you have a strong foundation in both security and privacy in your e-commerce and traditional retail operations. So, are you? Or do you feel lucky?
- Why PCI DSS? It's just for cards and they're dying, right?
- From scratch to initial compliance: the journey
- Version 4.0 a paradigm shift and a blueprint for broader resilience

11:55 | **The retail industry is becoming one of the favourite targets for cybercriminals, what can we collectively do to prevent it?**

Miles Hood, UK Territory Manager, Tenable

During this session, we will cover:
- The current threat landscape and the retail sector
- Why retail is targeted by cyber-attacks
- How attackers are operating, using some examples
- Why the preventative approach and exposure management can help reduce the risk with a unified view of the attack surface

12:15 | **Securing retail – the future & PCI DSS 4.0**

James Vale, Senior Business Information Security Officer, Barclays Consumer Banking and Payments
- Why are retailers so targeted by cybercriminals?
- Data breach stats
- Where PCI DSS fits in the equation
- PCI DSS version 4.0 and what do the changes mean for retailers?

12:35 | **How was I hacked as a security engineer?**

Danielle Sudai, Security Operations Lead, Deliveroo
- How to raise customer security awareness
- Possible attack flows and the flaws in retail websites
- How to better protect your customers from security breaches

12:45 | Chairman's closing remarks