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## **2<sup>nd</sup> National Conference on CYBER SECURITY AND DATA PROTECTION**

***Theme: Securing Businesses and Public Transactions***

**Regional Headquarters, The University of the West Indies, Mona**

**November 20-21, 2014**

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### **Conference Report**

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Following the resounding success of the first Cyber Security conference in September 2013, the Mona ICT Policy Centre at the Mona School of Business and Management, The University of the West Indies, partnered with the international organisation Internet Society (ISOC) to host a second national conference November 20-21, 2014. The event was held at the Regional Headquarters of The University of the West Indies under the theme “*Cyber Security and Data Protection: Securing Businesses and Public Transactions*”.

Themes covered included computer fraud, data protection and its impact on small and large enterprises. Specific panels focused on issues such as E-Commerce and Cybercrimes, Cyber Security for Banking, Data Protection for Government Agencies, Security for Small Enterprises, and Evaluating Measures against Lotto Scamming.

Conference speakers spanned some of the key stakeholders and interest groups in Jamaica, including banking and financial institutions, government agencies and regulators, and NGOs. Among the local and international speakers were the Minister of State in the Ministry of Science, Technology, Energy and Mining, the Honourable Julian Robinson, Mr Shernon Osepa, Manager, Regional Affairs for Latin America and the Caribbean Bureau, Internet Society (ISOC), Microsoft’s Digital Crimes Unit Director for Latin America Emerging Markets, Mr Miguel E. Sciancalepore and Mr Patrick Hylton, Group Managing Director of the National Commercial Bank. The attached conference agenda gives more precise details on the themes and speakers at the event.

The Conference was also organised in association with the International Telecommunication Union (ITU), the Caribbean Institute of Media and Communication (CARIMAC) and the international law firm of Gibson Henlin Gibson. The National Commercial Bank, Jamaica’s largest banking institution, sponsored the event.

The two-day event aimed to build on recommendations and advances from the previous conference. This included effort towards updating and enhancing the national cyber security action plan for Jamaica. Indeed, this second staging was a direct outcome of the first event where participants resoundingly called for the event to become an annual fixture, given its role in information dissemination, awareness raising, and in providing opportunities for stakeholders and interested parties to network and share experiences on challenges and mitigating factors in cyber security.

As with the first staging, the event was well-supported attracting close to 130 attendees over the two days. These represented the business community, public sector, academia, and NGO groups. Likewise, the event received much publicity with a number of radio interviews being solicited nationally. Interviews were supported by articles in the online and print media, the links of which are provided in this report.

The evaluation carried out directly after the conference showed delegates registering moderate to strong agreement that their understanding of cyber security and data protection issues had been advanced due to the information presented at the conference with the sessions and content being noted relevant. There is now a call for the event to become a permanent fixture on the national events calendar.

### **Major Outcomes**

The 2013 conference had called for the establishment of establishment of a CIRT in Jamaica, the establishment of an IXP and further legal and regulatory advancements in Jamaica's cyber security framework. Since then, an IXP was introduced and became operational in September 2014 and plans are underway to finalise a CIRT in Jamaica.

**Learning from International Experiences:** Breaches in one jurisdiction have implications for other jurisdictions with impact and perpetrators being transnational. As such, lesson can be drawn from hacking incidents that took place locally and globally towards informing the approach to addressing similar breaches in Jamaica and the rest of the region.

**More Targeted Intervention for Small Businesses:** Small businesses face particular risks as it relates to cyber-attacks and are also seen as gateways to larger businesses. Such businesses tend to adopt whatever solutions are suggested to them given lack of knowledge and experience in the area. They also tend to be unaware of the questions that should be asked, while exposure tends to relate to other challenges such as informality. There is therefore need for more targeted interventions aimed specifically at small businesses.

**Human and Cultural Element:** There is a cultural, psychological and human element to Cyber security, data protection and lotto scamming issues. There is need for a greater understanding of these issues and how they can factor in efforts to address cyber security issues. There is need for training in ICT ethics – i.e. following from this, there is a need to understand that addressing

cyber threats is not only about technology. Rather, this is first a people first issue, then processes and technology.

**Cyber Security Audits:** Following the first national conference, the call was reiterated for organisations of all sizes and in the different sectors to conduct cyber security and systems audits and to consider the introduction of cyber security insurance in organisations.

**Cyber Security Policy:** The need for government to indicate its seriousness towards addressing cyber security via a coordinated cyber security policy was raised with calls for swifter action towards this goal.

The Government has since this conference, announced its cyber security policy with many of the outcome features of the two national conferences organised by the MICT.

**Training and Research:** There is need for more research into the historical trends, impact and avoidance measures for local cyber-attacks at the government and corporate levels. To this end a charge was issued for The University of the West Indies and MSBM to do more research on small businesses. This was matched by calls for MSMEs to resource the research undertakings of academic and research institutions such as the UWI towards advancing information on cyber security mitigation.

There was also a call for more training on cyber security issues and measures at different levels, including on ethical hacking.

**Cloud computing:** While the conference underscored the value of cloud computing, a number of threats and challenges were highlighted. Among these was the cost of accessing the cloud, with the result that its benefits remain a deterrent for many small businesses. Furthermore, there are uncertainties (e.g. civil unrest in a location that a service is located) associated with various locations in which data may be stored. The reality is that it is human beings who interact with cloud stations. As a safety measure organisations ought to assess more strategically what information they wish to place in the cloud and investigate the use of security measures such as encryption.

**Structure and Content of Future Conferences:** Specific recommendations were made regarding the conference, including a call for the issuing of certificates of participation to conference attendees.

Another suggestion was made for the introduction of specific and parallel training sessions for those who have far less information and another for those who are more technically advanced.

**Individual and Employee Rights vs. Employer Rights:** Employees and employers are generally concerned about security. The reality however, is that these concerns do not necessarily take the same form within an organisation. As such, the concern for security among employers may not be in sync with those of their employees, particularly where the former is expressed as data protection and the latter as individual and personal privacy. As such, there is need for balance

between the desire for organisations to have information about their employees (and the wider public and including on activities and preferences) and that of individuals for privacy.

**Importance of Collaboration at a multi-sectoral and multi-stakeholder levels:** Cyber security and related issues, including data protection are pervasive, increasing in their impact and span. As such, a remerging point in this second national conference was the importance of collaboration at a multi-sectoral and multi-stakeholder level in addressing cyber threats. Such an approach is important as no one group or sector has the capacity to the increasing challenges unilaterally.

**Public Education and Increased Availability of Information on Cyber Security:** In continuing the emphasis on public education and information, the presentations have been made freely available via the conference website (<http://cybersecurity2014.msbm-uwi.org>). This practice ensures ease of access to the wider public and specific stakeholder groups and as such is a vital information source.

In short, the second National Cyber Security Conference was a resounding success. To this end, the Mona ICT Policy Centre extends a sincere thanks to supporters and particularly to the ISOC, NCB, ITU, CARIMAC, Henlin Gibson Henlin, the Jamaica Gleaner Company Limited and the Jamaica Observer for their contribution towards making the event the success that it was.

## **Media Report**

[http://www.jamaicaobserver.com/business/NCB-backs-UWI-cyber-security-research-and-policy-development\\_18027991](http://www.jamaicaobserver.com/business/NCB-backs-UWI-cyber-security-research-and-policy-development_18027991)

<http://www.jamaicabusinesscalendar.com/event/2nd-national-conference-on-cyber-security-data-protection/#.VNCKcawjZs>

<http://www.siliconcaribe.com/2014/11/12/university-of-the-west-indies-mona-campus-to-host-2nd-cyber-security-conference-this-month/>

## **Radio Interviews**

- UWI's On Campus, November 16, 2014
- Jamaican Morning on RJR, November 17, 2014
- Independent Talk on Power 106, November 19, 2014
- Real Business with Ralston Hyman on Power 106, November 21, 2014
- Love FM's Morning Watch, November 21, 2014