

Overcoming the impacts of the COVID-19 outbreak

Technology Solutions & Cybersecurity Enablers

April 2020



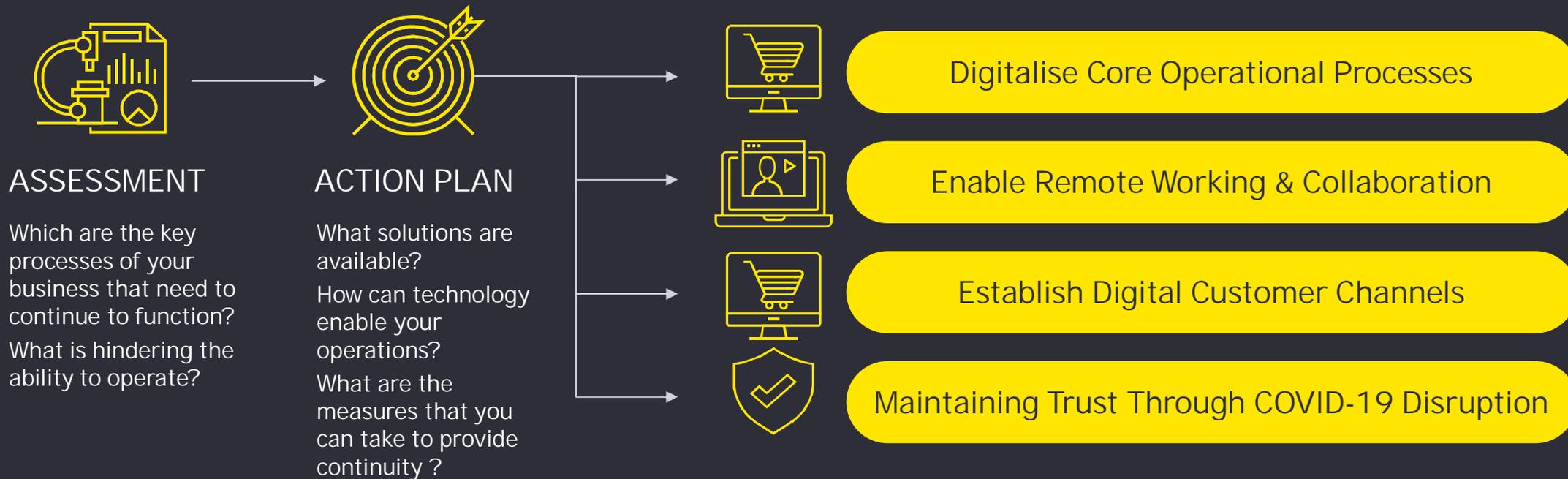
Building a better
working world



Enable Business Continuity during COVID-19 Pandemic

A rapid assessment of impacts of, risks from, and organisational resilience to COVID-19. The assessment focuses on financial, operational, technology and cybersecurity aspects to provide prioritised recommendations and an immediate stabilisation plan to address risks and impacts.

Technology Solutions & Cybersecurity Enablers

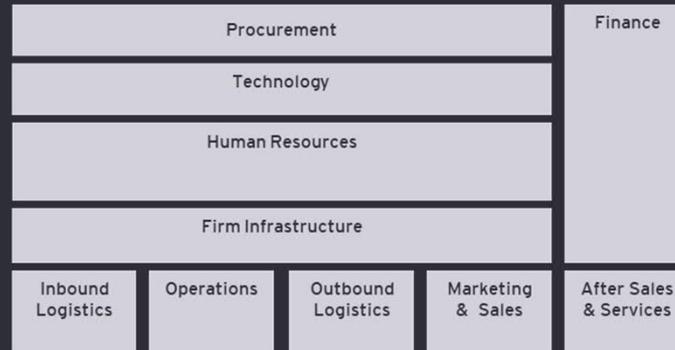




Digitalise Core Operational Processes

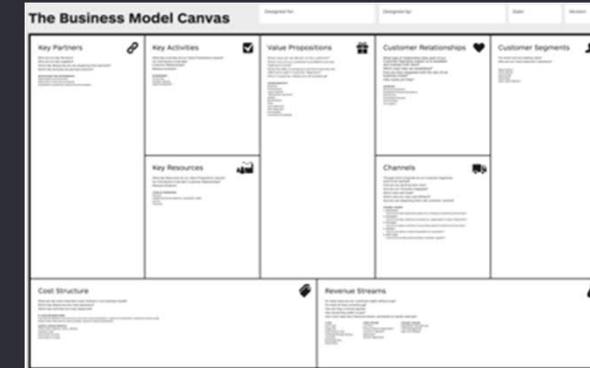
1. Assess Your Ability

- Which processes across your organisation need to continue?
- Which processes need to be changed or supported through a digital means?



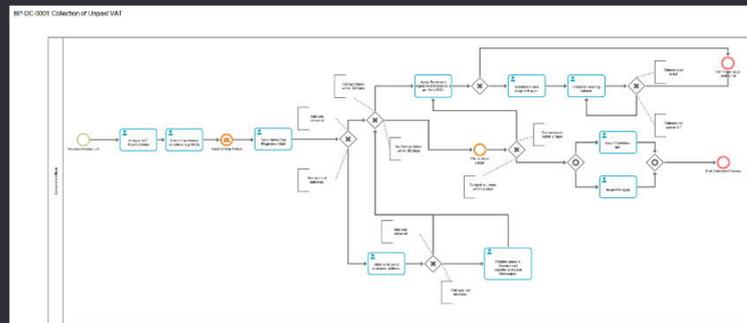
2. Define Your Strategy

- Which products and services will you focus on ?
- What channels are you using ?



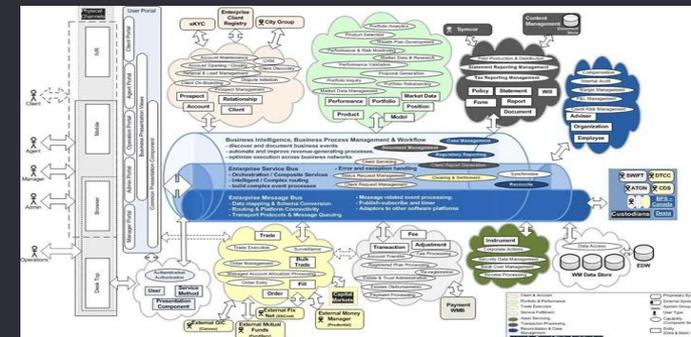
3. Define Your Digital Enabled Process

- How is your new process is going to work?
- What is the role of technology ?



4. Design Your Technical Architecture

- Are you using existing systems?
- Do you need new solutions?
- Can cloud solutions help to accelerate adoption?





Enable Remote Working & Collaboration

You don't have laptops and want employees to work in a locked down and secure environment ?

VIRTUAL DESKTOP INFRASTRUCTURE
e.g. Azure VDI

Do you need to ensure communication and collaboration between employees ?

VIRTUAL COLLABORATION
e.g. Microsoft Teams

Do you want to provide remote access to files and documents ?

CLOUD STORAGE
e.g. Sharepoint / OneDrive

Do you need to provide access to the network or specific systems ?

VIRTUAL PRIVATE NETWORK

Do you need to create digital workflows quickly ?

DIGITAL EXPERIENCE PLATFORM
e.g. SharePoint / Power Apps

Do you want to drive your decisions based on data ?

BUSINESS INTELLIGENCE
e.g. Excel / PowerBI

How can I ratify contracts and agreements with clients ?

DIGITAL SIGNATURES
e.g. DocuSign

How can I enable my employees to use their personal devices for work remotely and protect my information ?

BYOD POLICY & MOBILE APPLICATION MANAGEMENT



Enable Remote Working & Collaboration

Keeping your business working during a global crisis

Assess Your Ability

- Analyse the mission critical services to understand how to ensure quality and continuity during smart working
- Mapping of organisational priorities and suggestions of smart working best practices for smart working employees

Enable Remote Working

- Enable your people and maintain business continuity by effectively managing a rapid transition to scaled remote work.

Work Better

- Define organisational guidelines on smart working that take into account the needs of the various organisational units and security concerns
- Identify the most adequate digital tools to facilitate smart working on critical processes
- Determine the barriers and risks to large scale workforces working remotely

Work Differently

- Instil agile ways of working, optimise flexible work arrangements and leverage the changed behaviours. Establishment of a **virtual model of business operations**, remote collaboration tools, communication and training



SCAN

What technology infrastructure you have to support remote working?

What applications need to be available to support the work expected to be done remotely?

What security and authentication mechanism is available today ?



ACTIVATE

What is the fastest route to provide a productivity and collaboration solution?

What technology ecosystem needs to be established?

What solution will be used and how is it going to be configured?



ADOPT

Which employees are to be enabled for remote working?

What policies are to be defined to ensure compliance?

What training needs to be provided?

What support model will need to be set-up to help users when they face problems?



SUSTAIN

How do we track usage and gather feedback from users?

How do we expand the remote working across other roles and functions?

What are the longer term technical and security measures that would need to be taken to sustain the solution?



Establish Digital Customer Channels

- Do you need to transform the way you reach out to your customers?
- Is your business going from brick-and-mortar to digital in a blink ?

1

Decide which products and services you want to deliver online

2

Build a digital storefront

- ▶ Online Catalogue

3

Sell through social media marketplaces

- ▶ Advertising
- ▶ Online Sales

4

Define a service delivery model and logistics

- ▶ Delivery
- ▶ Payments
- ▶ Customer Care



Maintaining Trust Through COVID-19 Disruption Vulnerability Assessment & Penetration Testing

As key Cyber team members are unable to assess immediately their newly deployed remote access facilities to their infrastructure, EY can provide skilled and experienced practitioners to help conduct external vulnerability & penetration testing services on the company's IT infrastructure.

Potential Triggers

- Increased Cyber Threats due to the COVID-19 situation
- Issues in managing huge amount of security events and alerts
- Regulatory Compliance

Scope of Services

- Vulnerability assessments and Penetration testing
- Vulnerability management maturity assessment and roadmap
- Vulnerability management process design
- Technology implementation
- Vendor selection process
- Vulnerability management program, technology, process and reporting
- Vulnerability management as-a-service
- Scheduled penetration testing
- EY testing workbench

A pandemic can result in possible staff absenteeism exceeding

40%

for extended and sequential periods

Gartner

A pandemic is not a one-time event, and periods of illnesses may come in 2 or 3 waves anywhere from 3 to 12 months apart. **The total duration of a pandemic is likely to be 12 to 18 months.**

Canadian Centre for Occupational Health and Safety



Maintaining Trust Through COVID-19 Disruption Security & Privacy Training and Awareness

As organisations turn to teleworking models, they are challenged with quickly training managers and employees on roles and responsibilities related to the protection of technology and data. EY can quickly create and deploy a training program, along with requisite policies to help your organisation protect crown jewels in this time of crisis.

Potential Triggers

- Phishing and social engineering attacks targeted at newly teleworking employees and organisations are on the rise.

Scope of Services

- Training and awareness for all teleworking employees covering the following:
 - Social Engineering
 - Viruses / Malware / Ransomware
 - Handling of Sensitive information (addressing Privacy)
 - Protecting yourself
 - Social Networking
 - Incident Reporting
- Drafting of requisite policies such as Teleworking and Acceptable use policies

Our team of professionals to assist you



Kevin Mallia

EY Malta Advisory Partner

E-mail: kevin.mallia@mt.ey.com



Joseph P Galea

EY Malta ITRA Director

E-mail: joseph.p.galea@mt.ey.com



Michael Azzopardi

EY Malta IT Advisory Lead

E-mail: michael.azzopardi@mt.ey.com

EY | Assurance | Tax | Transactions | Advisory

About EY

EY is a global leader in assurance, tax, transaction and advisory services. The insights and quality services we deliver help build trust and confidence in the capital markets and in economies the world over. We develop outstanding leaders who team to deliver on our promises to all of our stakeholders. In so doing, we play a critical role in building a better working world for our people, for our clients and for our communities.

EY refers to the global organisation, and may refer to one or more, of the member firms of Ernst & Young Global Limited, each of which is a separate legal entity. Ernst & Young Global Limited, a UK company limited by guarantee, does not provide services to clients. Information about how EY collects and uses personal data and a description of the rights individuals have under data protection legislation are available via ey.com/privacy. For more information about our organisation, please visit ey.com.

© 2020 EYGM Limited.
All Rights Reserved.

EYG no. 001466-20Gbl.

ED None

This material has been prepared for general informational purposes only and is not intended to be relied upon as accounting, tax or other professional advice. Please refer to your advisors for specific advice.

