



# AFRICA CYBER SECURITY CULTURE CONFERENCE

## STEVE JUMP

**Lockdown:** What we did right...  
...and how to do it better  
( From WTF to WFH )





From midnight on 26<sup>th</sup> March 2020  
South Africa will be on Lockdown

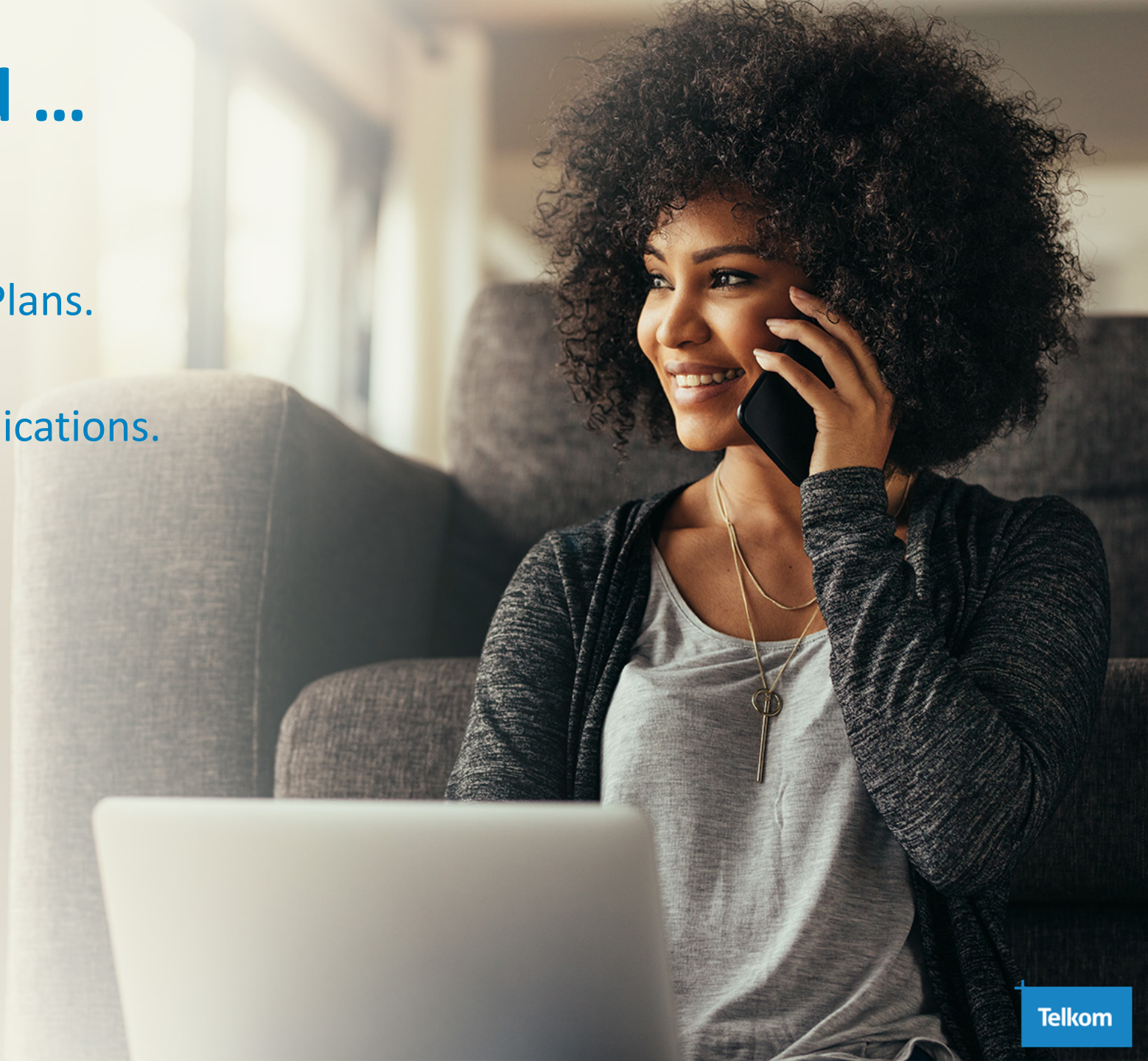
**Don't Panic!**

**Normal service is not  
expected to resume!**



# But we had prepared ...

- We all have Business Continuity Plans.
- We all have VPNs for the old applications.
- We all have video conferencing
- We all have internet from home
- We all have cloud services



# ...and so we found out

- Business continuity testing is not a solitary sport.
- Cloud access needs reliable authentication.
- Everyone is on the VPN at once.
- Service Desks need to be part of BC Testing.
- Video meetings have unexpected surprises.
- Internet is everywhere, but the digital divide is real.





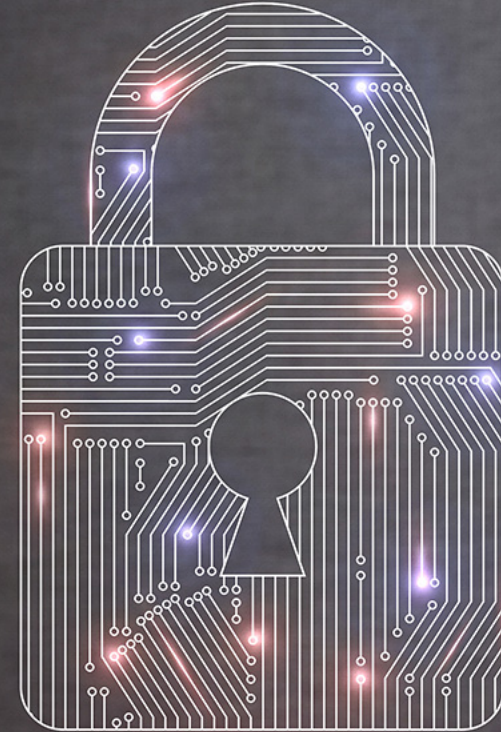
# Business and Society have changed

- Virtual meetings are hard work!
- Poor bandwidth means no video – no personal cues.
- Poor sound quality is exhausting – laptop microphone anyone?
- Office management styles do not virtualise well.
- The coffee shop was not a waste of time.
- Who else is on the WiFi?
- Who else is on my laptop?
- “I am in a meeting – Please turn down the TV.”
- Being able to communicate doesn't mean we can.



# Security has changed too.

- What was taken for granted on a LAN is obsolete.
- Cloud collaboration works – what about PRIVACY?
- How do we secure home WiFi?
- Is our information being protected?
- WORK/LIFE divide applies to tech too!
- Passwords are NOT enough.







## Do you know?

- Who is ACCESSING your information?
- What they are ALLOWED to do?
- What they are REALLY trying to do?
- What they ACTUALLY did?

# Q & A?



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