



**ENTERPRISE CHALLENGES IN
TACKLING EPIDEMICS**
企業如何應對流行病的挑戰

IT RELATED LESSONS FROM CORONAVIRUS AND SARS

| Issues | IT Solution |
|---------------------------------------|---|
| Long periods of Isolation | Remote access |
| Impacted work morale | Face to face (video) conferencing |
| Economic (Staffing) consequences | Process automation |
| New surveillance and reporting system | Timely reporting & communication (e.g. Instant messenger) |
| Sector collaboration | Redirect request to partner (e.g. Sales request) |

ENTERPRISE RESPONSE (1)



Getty Images

Remote access

- Work from home
- Work from DR site
- Split office
- BYOD



SECURITY TIPS FOR ISOLATION / REMOTE ACCESS

Understand your availability of resource

(e.g. Manpower, System, Infrastructure, etc)

Remote access security, enable multi-factor authentication)

Delayed patch management cycle

(e.g. Lack of IT Security staff)

Streamline password reset request

Consider BYOD & conferencing facility security



ENTERPRISE RESPONSE (2)



Zoom Images

Face to face (video) conferencing

- Employee retention
- Improved communications
- Human touch
- Improve team spirit
- Increased productivity



SECURITY TIPS FOR FACE TO FACE (VIDEO) CONFERENCING

Use commercial grade software

Use waiting room feature

Enable password protection

Do not share conference link to someone you don't know

Do not share screen by default

Do not enable video mode unless you need to

Use latest version of the software

Eject participants after meeting

Use lock meeting feature to disable new participants



ENTERPRISE RESPONSE (3)



Process automation

- Process reengineering
- AI
- Machine Learning
- Big data
- Cloud deployment
- Chatbot



SECURITY TIPS FOR PROCESS AUTOMATION

Always prepare fall back plan

Understand your AI / Machine Learning algorithm

Test your process regularly

Consider data privacy



ENTERPRISE RESPONSE (4)



Swift communication

- No geographical boundaries
- Reporting and response anywhere anytime
- Enable timely decision



SECURITY TIPS FOR TIMELY COMMUNICATION

Effective communication tools – instant messenger

Social media policy

Effective management reporting

Consider and review data lost prevention program



ENTERPRISE RESPONSE (4)



Sector collaboration

- Shift operation to partner company
- Engage more partner



SECURITY TIPS FOR SECTOR COLLABORATION

Share what information to your partner
Security validation for partner onboarding
Information / Intelligence sharing
Explore cost saving opportunities

