

# Toolkit

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## SECURITY

These NOREX Member-contributed documents include RFP, contracts, staffing, policies, procedures, plans, manuals, security charter, framework, security awareness, risk assessment, incident management, encryption, electronic signature, anti-virus, malware, cybersecurity, PCI, mobile computing, eDiscovery, vendor management, discussions, and polls. | TK002

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**TO REQUEST A DOCUMENT FROM THIS TOOLKIT, NOTE THE TITLE / NUMBER AND ADD THEM TO THE COMMENTS AREA ON THE REQUEST FORM [HERE](#).**

## Antivirus, Malware, & Phishing

**FIREWALL POLICY** This policy describes how the firewall will filter network traffic to mitigate risks and losses associated with security threats, while maintaining appropriate access levels. 3 Pages (20-1298)

**PHISHING AWARENESS EMAIL & CERTIFICATE** This document includes templates for a certificate awarded to employees who report phishing scams and an email to send to their supervisors. 2 Pages (20-970)

**SIMULATED PHISHING CAMPAIGNS** Given at the 2019 NOREX International Roundtable, this presentation delivers information on how and why a simulation of a phishing campaign can be valuable to your team. 16 Pages (20-695)

**VIRUS PREVENTION POLICY** This policy is designed to ensure that IT resources and systems employ effective anti-virus and anti-malware detection software. 2 Pages (20-633)

**PHISHING TEST POLICY** This policy describes the consequences of repeated failing of company phishing detection tests. 1 Page (20-590)

**PHISHING E-MAIL POLICY** Forged or faked electronic documents and e-mail, referred to as phishing, can expose a user to financial or security risks. This document describes how to respond to phishing attacks. 1 Page (20-514)

**PHISHING THREAT DASHBOARD** These charts document phishing threats using Websense and SCCM. 2 Pages (20-097)

**INFORMATION SECURITY AND THE FIRE TRUCK: MEMBER PERSPECTIVE** A NOREX Member provides his perspective on security teams and the reactive “fire truck” analogy. 2 Pages (50-354)

**RANSOMWARE PREVENTION: MEMBER PERSPECTIVE** This document contains a NOREX Member’s perspective on the prevention of Ransomware attacks. 2 Pages (50-353)

**SAFETY STEPS FOR ONLINE USERS** Practice these six simple steps for safety while online at work or at home. 1 Page (50-321)

**UNWANTED/MALICIOUS E-MAIL PATH** These suggested steps are a guide for how unwanted and/or potentially malicious e-mail messages are identified and dealt with. 1 Page (50-193)

## Cybersecurity

**CYBER INCIDENT IN PROGRESS** Given at a recent NOREX event, this provides insights into a real cyber attack scenario and ways to thwart an attack using preventative strategies. This document is used as-is with permission from the author. 20 Pages (20-1309)

**CYBERSECURITY ROADMAP** NIST, personnel, cyber, and physical security are some of the components of this framework. 5 Pages (20-1304)

**STATE OF CYBERSECURITY** This presentation, given at a NOREX event, describes the current state of cybersecurity and ideas on how users can help protect their data. 9 Pages (20-1253)

**CYBER RISK PROFILE TEMPLATE** This template displays common cyber risks and color codes the severity. 2 Pages (20-1183)

**CYBER INSURANCE APPLICATION** This template is of an application for third-party cyber insurance. 23 Pages (20-1104)

**RANSOMWARE SUPPLEMENTAL INSURANCE APPLICATION** This document is a template of an application for supplemental cyber ransomware insurance. 9 Pages (20-1103)

**CYBER THREAT INTELLIGENCE** This overview of cyber threat intelligence, report writing tips, and intelligence- driven projects was presented at a NOREX event. 31 Pages (20-1088)

**REMOTE WORK CYBERSECURITY GUIDELINES** This is a concise overview of cybersecurity guidelines in the COVID-19 era. 5 Pages (20-1074)

**INFORMATION SECURITY METRICS DASHBOARD** Security metrics provide overall governance for the security program and operational metrics that create the foundation for measuring and reporting on important cybersecurity data points. 1 Page (20-1032)

**LARGE CYBER INCIDENT HANDLING** This document provides technical best practices on handling large scale malware-related activity. 8 Pages (20-999)

**SMALL CYBER INCIDENT HANDLING** This document provides technical best practices on handling small scale malware-related activity. 3 Pages (20-998)

**CYBERSECURITY COUNSELING FOR IS & IT** This presentation given at the 2020 NOREX International Roundtable highlights cybersecurity issues and navigating away from cybersecurity make-believe. 24 Pages (20-956)

**CYBERSECURITY INCIDENT RESPONSE PLAN** This procedure defines standard methods for identifying, containing, eradicating, and documenting the response to computer-based information security incidents. 20 Pages (20-845)

**CYBERSECURITY FRAMEWORK** The following cybersecurity risk management framework ensures proper controls and proper mitigation steps are in place. 10 Pages (20-782)

**SECURITY INCIDENT RESPONSE PLAN** This emergency operations & disaster preparedness plan explores response teams, mitigation, and recovery. 8 Pages (20-732)

**CYBERSECURITY INCIDENT RESPONSE** This procedure and checklist describe processes for responding to potential information security events. 4 Pages (20-589)

**CYBERSECURITY POLICY** This policy is for the development and maintenance of the information security environment and development of IT requirements that are reliable, secure, and predictable. 3 Pages (20-588)

**CYBER RISK ASSESSMENT FORM** This form should help identify and document security control deviation as well as a plan of action to remediate the risk. 3 Pages (20-513)

**DATA ACCESS & MANAGEMENT REQUIREMENTS** The issues of data and information security are discussed and include topics such as confidentiality, cyber security, and disaster recovery between clients and vendors. 4 Pages (20-364)

**CYBERSECURITY ASSESSMENT** The Cybersecurity Assessment Tool helps financial institutions identify risks, assesses preparedness, and helps inform their risk management strategies. 39 Pages (20-252)

**CYBER ATTACK TABLETOP EXERCISE** Performing this exercise will enhance preparedness, cyber readiness, and resiliency by testing the ability to comprehend effective response and recovery efforts needed during a cyber attack scenario. 22 Pages (20-234)

**CYBER CRISIS MANAGEMENT SCENARIO** A discipline of Continuity Management, Crisis Management includes business & systems recovery. A strong program will help manage a crisis such as a cyber attack. 17 Pages (50-231)

**CYBER ATTACK SCENARIO** Following is a cyber attack scenario for preparatory purposes. 17 Pages (50-230)

**BREAKING THE CYBER CHAIN** Looking at security as a chain of events can give a different perspective on cybersecurity. This presentation describes breaking the chains of Ransomware, egress access, and encryption. 22 Pages (50-209)

## Encryption

**ACCEPTABLE ENCRYPTION POLICY** This policy limits the use of encryption to those algorithms that have received substantial public review and proven effectiveness, and provides direction to ensure that federal regulations are followed. 1 Page (20-1035)

**HTTPS / SSL INSPECTION** This presentation provides information on recognizing when, why, and how inspection of HTTPS traffic should be done. 14 Pages (20-741)

**AUTOMATED SSL INSPECTION NOTICE** This is an example of a notification for a planned and automatic SSL encrypted data inspection. 1 Page (20-740)

**DIGITAL INFORMATION TRANSMISSION** This policy details the standard approach to sending either public, confidential, or sealed digital information. 5 Pages (20-605)

**ACCEPTABLE USE & SECURITY STANDARD** This policy describes authorized usage, outlining responsibilities related to electronic equipment, software, and networks. Maintaining security of communication networks, proprietary information, and data security essential to daily operations is also addressed. 4 Pages (20-604)

**ENCRYPTION STANDARD** This policy provides guidance and establishes a baseline for the use of encryption algorithms to protect information resources that contain, process, or transmit confidential and/or sensitive information (PII, PHI, PCI, etc.). 2 Pages (20-602)

**E-COMMUNICATION TOOLS STANDARD** E-mail, encryption, Instant Messenger, and electronic communications record retention standards are outlined here. 1 Page (20-305)

## Incident Management

**INCIDENT RESPONSE WORKFLOW** The workflow pictured is an example of one organization's incident response process. 1 Page (20-1311)

**INCIDENT RESPONSE PROCEDURE** The incident response defined plan will address the seven stages of incident response: preparation, detection, analysis, containment, eradication, recovery, post-incident activity. 4 Pages (20-1299)

**SECURITY INCIDENT RESPONSE POLICY** This policy is designed to ensure that computer security incidents are properly identified, contained, investigated, and remedied. 5 Pages (20-1289)

**IT INCIDENT RESPONSE PLAN** This plan provides a consistent framework to prepare for, respond to, and remediate a potential or confirmed incident. It will help prevent or minimize disruption of critical information systems, minimize unauthorized access, and meet legal requirements. 13 Pages (20-1243)

**SECURITY INCIDENT RESPONSE REPORT** The following report contains information and incident details IT staff will use to track and report security incidents. 6 Pages (20-1202)

**INCIDENT RESPONSE AND BREACH POLICY** This policy sets some of the requirements and responsibilities for staff during an incident or breach activity. 5 Pages (20-1201)

**INCIDENT RESPONSE PLAN PROCEDURE** The following procedure provides clarity on what specific actions are needed and appropriate when dealing with incidents affecting both internal and outsourced systems. 12 Pages (20-1200)

**IT OPERATIONS STATUS REPORT** This report logs incidents by week, severity, status, security, SQL environment health, and more. 8 Pages (20-1173)

**IT SUPPORT DASHBOARD** This dashboard records requests, average call handle time, incident volume, workload, order requests, and resolution. 1 Page (20-1172)

**PROBLEM MANAGEMENT FLOW** This chart describes the procedure for prevention, response, and impact reduction in problem management. 2 Pages (20-1124)

**INCIDENT MANAGEMENT FLOW** An incident management process is described using this flow chart. 2 Pages (20-1123)

**MAJOR INCIDENT PROCESS FLOW** This flow chart displays the process from incident and event management through change procedures, ending with review and closure. 1 Page (20-1122)

**SECURITY INCIDENT EMAIL TEMPLATE.** This template is used to inform employees of a potential email security incident and how to utilize a company-subsidized account with a third-party security provider. 1 Page (20-1049)

**INCIDENT RESPONSE PLAN** This plan outlines general guidelines and procedures to protect from and respond to unforeseen events and incidents. 6 Pages (20-992)

**INCIDENT RESPONSE PROCEDURE** This document outlines a policy for incident response capabilities that are used to monitor security incidents, determine the magnitude of the threat, and respond to these incidents. 4 Pages (20-922)

**TABLETOP EXERCISE AFTER-ACTION REPORT** The following is an evaluation template of how a tabletop exercise provided insight into how effective the security incident response plan is in responding to a security incident. 5 Pages (20-900)

**TABLETOP EXERCISE PARTICIPANT GUIDE** This is a guide for participants in a tabletop exercise conducted to evaluate response procedures, communication, and decisions. 5 Pages (20-899)

**TABLETOP EXERCISE FACILITATOR GUIDE** To validate your company's security incident response plan, a tabletop exercise will be conducted to evaluate response procedures, decisions, and communication. 6 Pages (20-898)

**TABLETOP EXERCISE INSTRUCTION** This instruction will help you design, develop, conduct, and evaluate a security incident response plan tabletop exercise. 7 Pages (20-897)

**INCIDENT RESPONSE PLAN** This response plan describes actions that would be taken after a known or suspected information security incident affected its technology system(s) or data. 9 Pages (20-857)

**INCIDENT MANAGEMENT HIGH LEVEL DESIGN** This document provides a high level or management view of the Incident Management (IM) Process within an IT department. 24 Pages (20-822)

**INCIDENT MANAGEMENT PROCESS ASSESSMENT** The objectives of this exercise are to document good practice that is performed across all process stakeholders and to identify gaps for improvement. 4 Pages (20-821)

**MAJOR INCIDENT POLICY** Processes and procedures related to a major incident are described in this policy. 4 Pages (20-820)

**INCIDENT PRIORITY MODEL** This model helps designate the impact's degree of failure, urgency, priority, and cost. 6 Pages (20-819)

**SECURITY INCIDENT RESPONSE PLAN** This emergency operations & disaster preparedness plan explores response teams, mitigation, and recovery. 8 Pages (20-732)

**INCIDENT MANAGEMENT** This policy ensures that all information technology security incidents are properly reported and responded to in a timely manner. 3 Pages (20-634)

**REPORTING SUSPICIOUS EMAIL** This document tells us how to forward suspicious email, as an attachment, to the security department for review. 7 Pages (20-596)

**EMAIL AND INFORMATION SECURITY** This is a brief explanation of what employees should do if they believe they've received malicious email. 2 Pages (20-595)

**INCIDENT RESPONSE POLICY** This policy is for communication, response, mitigation, and remediation of IT related incidents that impact or threaten computing equipment, data, or networks. 3 Pages (20-551)

**INCIDENT RESPONSE PLAN** An IRP is a formal roadmap to follow when handling suspected intrusions, system misuse, a cyber incident, or any incident where unauthorized access to confidential information has been detected or suspected. 26 Pages (20-382)

**INCIDENT REPORT LOG** This document provides the guidelines for the creation, maintenance, management, and secured storage of the Incident Report Log (IRL). 2 Pages (20-350)

**INCIDENT RESPONSE POLICY** This document outlines the credit card security incident response policy. 3 Pages (20-280)

**CREDIT CARD SECURITY INCIDENT RESPONSE PLAN** The Incident Response Team, comprised of the Controller, the IT Manager, the Facilities Director, the Loss Prevention Supervisor, and the Senior Systems Administrator have established specific guidelines for safeguarding cardholder information. 12 Pages (20-279)

**INCIDENT RESPONSE PLAN** The plan will facilitate the security response and remediation process to ensure the least amount of potential damage to systems, networks, members, and business reputation. 8 Pages (20-098)

**SECURITY INCIDENT RESPONSE PLAN** This response plan describes actions that a company would take after a known or suspected information security incident affecting its technology system(s) and/or data. 18 Pages (20-053)

**MONITORING AND INCIDENT RESPONSE** This document describes processes that verify security controls are operational, consistently applied to all systems, and that security events that require attention are properly mitigated. 7 Pages (50-411)

**ROOT CAUSE ANALYSIS REPORT** Event recording, P1 data gathering, and component Q&A are included in this report template. 5 Pages (50-393)

**P1 - P2 BRIDGE TRACKER** This template is for incident and response tracking. 5 Pages (50-392)

**APPLICATION SUPPORT MATRIX** Support, communication, server & network integration, escalation, and known problem support contacts are logged in this matrix. 6 Pages (50-391)

**INFRASTRUCTURE ESCALATION MATRIX** This sample site contract list charts infrastructure escalations and business critical applications. 8 Pages (50-390)

**INCIDENT RESPONSE STANDARD** This Incident Response Standard provides a documented approach for handling potential threats to company computers, systems, and data. 22 Pages (50-293)

**WEEKLY TREND INCIDENT REPORT** Weekly ITS critical and high incident reports are demonstrated as enterprise-wide and divisional categories. 7 Pages (50-258)

**MONTHLY INCIDENT REPORTS** Following are examples of monthly incident reports from various locations for a one to two year period. 15 Pages (50-257)

**INCIDENT RESPONSE PLAN** This document details the procedure to follow when a potential incident is identified. An incident may be a malicious code attack, unauthorized access to systems, unauthorized utilization of services, denial of service attacks, general misuse of systems, or sabotage/theft. 33 Pages (50-252)

**ROOT CAUSE ANALYSIS TECHNIQUES** Using disciplined problem solving techniques can help manage a problem's lifecycle and reduce its impact. 29 Pages (50-210)

**SAMPLE PARETO DASHBOARD** The sample Pareto view provides insight for incident ticket quantity and age. The chart groups incident tickets into two primary views (Parent Groups IMS & AMS). 2 Pages (50-183)

**AFTER ACTION REVIEW TIMELINE** The following outlines a meeting between IS and Business stakeholders to review unplanned events discussing the cause, resolution, and lessons learned. 2 Pages (50-182)

## Mobile Computing

**REPORTING MOBILE DEVICE LOSS** This procedure provides for timely reporting of loss or theft of company-owned mobile devices. 3 Pages (20-853)

**MOBILE DEVICE SECURITY** Rules and procedures involving employee mobile devices are examined in this policy. 5 Pages (20-844)

**MOBILE POLICY AND PROCEDURE** This policy aims to protect the integrity and security of confidential client and business data within the infrastructure through secure processes involving mobile devices. 6 Pages (20-827)

**INFORMATION SECURITY PROGRAM** This ISP is designed to protect against anticipated internal and external threats or hazards to information security or integrity, and against unauthorized access to or use of such information. 54 Pages (20-742)

**MOBILE DEVICE PROTECTION** The objective of this policy is to protect data stored on company issued mobile devices and to prevent the theft or loss of those mobile devices. 2 Pages (20-636)

**MOBILE ACCESS PROCEDURE** This procedure provides direction, standards, and steps for connecting mobile devices to the data network and information resources. 6 Pages (20-585)

**MOBILE DATA SECURITY ACKNOWLEDGEMENT** Following is a template for an agreement between the organization and the employee who uses company-issued devices such as laptops or tablets. 1 Page (20-571)

**VIDEO SURVEILLANCE SYSTEM SOW** The purpose is to procure a high quality, reliable and effective mobile surveillance system that will monitor and record interior and exterior events. 8 Pages (20-564)

**MICROSOFT CLOUD SECURITY** These slides represent a company making a secure transition to the cloud. 25 Pages (20-534)

**MOBILE DEVICE POLICY** The guiding purpose of this policy is to ensure that mobile devices are appropriately used, while maintaining security and confidentiality. 4 Pages (20-420)

**CORPORATE & REMOTE SECURITY** The following policy documents standards and practices for onsite and remote location security badge access systems. 2 Pages (20-377)

## Password

**PASSWORD VAULT SCORING MATRIX** Several password vault solutions are compared using features such as quality, ease of use, automated sync, security, and integration. 1 Page (20-1096)

**IT PASSWORD STANDARD** This standard describes policy on password and secure passphrase creation and maintenance. 4 Pages (20-989)

**EXPIRED PASSWORD** Follow this process to reset your expired password or connect with the network when you're offsite. 2 Pages (20-832)

**DESKTOP PASSWORD POLICY** This policy governs the length, complexity, age, and lockout thresholds for IT passwords. 2 Pages (20-751)

**PASSWORD POLICY** The requirement is to set a consistent standard concerning the appropriate password creation, usage, storage, and overall company stance on passwords. 7 Pages (20-557)

**PASSWORD MANAGEMENT POLICY** The password management policy and procedures is part of the security management process for Information Technology resources. 3 Pages (20-404)

**IDENTITY & ACCESS MANAGEMENT POLICY** This policy applies to management of user accounts and access to shared information within a database, application, or shared file space. 12 Pages (50-417)

**USER PASSPHRASE STANDARD** The creation of passphrases, their protection, and the frequency of change are established in this policy. 3 Pages (50-416)

## PCI

**HOSPITALITY LOSS PREVENTION** This guide describes how the hospitality industry might handle loss prevention issues with hard keys, guest rooms, and guest property. 5 Pages (20-287)

**AMENITY & SERVICES PAYMENT PROCEDURES** The hotel industry is linked to several others, such as gift shops, spas, and athletic clubs. The following are procedures for accepting payment for these types of services. 14 Pages (20-286)

**HOSPITALITY PAYMENT PROCEDURES** In a hotel/motel industry, the following procedures are taken when accepting a credit card as payment. 6 Pages (20-285)

**PCI SERVICE PROVIDERS** The roles and responsibilities related to service providers are outlined in this PCI compliance document. 6 Pages (20-284)

**PCI ROLES & RESPONSIBILITIES** This document identifies and explains the roles and responsibilities for various Company positions in regard to PCI compliance. 10 Pages (20-283)



**PCI REQUIREMENTS KEY** Payment Card Industry (PCI) requirements regarding security, development, and firewall/router configurations are outlined in this key. 19 Pages (20-281)

**INCIDENT RESPONSE POLICY**. This document outlines the credit card security incident response policy. 3 Pages (20-280)

**CREDIT CARD SECURITY INCIDENT RESPONSE PLAN** The Incident Response Team, comprised of the Controller, the IT Manager, the Facilities Director, the Loss Prevention Supervisor, and the Senior Systems Administrator have established specific guidelines for safeguarding cardholder information. 12 Pages (20-279)

**CARDHOLDER DATA ENVIRONMENT** The diagrams herein identify all connections between the cardholder data environment and other networks, including any wireless networks. 8 Pages (20-278)

**APPLICATION SECURITY POLICY** This document outlines the policies for cardholder data environment application security. 8 Pages (20-277)

## Plans and Manuals

**SECURITY ROADMAP** This template organizes security items in the following order: identify, protect, detect, respond, and recover. 1 Page (20-1303)

**COVID-19 RESPONSE TELEWORK SURGE CHECKLIST** This document is designed as a quick reference for considering important factors in a teleworking strategy that minimizes downtime and latency. 10 Pages (20-877)

**PANDEMIC PREPAREDNESS PLAN** Here is a flexible guide for responding to the problems associated with a pandemic influenza outbreak. 31 Pages (20-859)

**PANDEMIC PLAN: ISOLATION GUIDE** This document provides a flexible plan for the isolation of staff in the event of an outbreak of illness such as influenza. 3 Pages (20-858)

**GRAMM LEACH BLILEY ACT SECURITY PROGRAM** This describes safeguards implemented to protect covered data and information in compliance with the FTC's Safeguards Rule of the Gramm Leach Bliley Act (GLBA). 4 Pages (20-764)

**INFORMATION SECURITY PROGRAM** This ISP is designed to protect against anticipated internal and external threats or hazards to information security or integrity, and against unauthorized access to or use of such information. 54 Pages (20-742)

**SECURITY INCIDENT RESPONSE PLAN** This emergency operations & disaster preparedness plan explores response teams, mitigation, and recovery. 8 Pages (20-732)

**BUSINESS CONTINUITY PLAN** The following BCP template is a guide for creating your own continuity plan to preserve critical processes and operations. 14 Pages (20-684)

**BUSINESS CONTINUITY MANAGEMENT** Included in this Business Continuity Plan are policies, procedures, and organization charts for crisis management and disaster recovery. 93 Pages (20-682)

**DATA CLASSIFICATION & PROTECTION STANDARDS** This matrix lists several types of records, what they consist of, and how they must be handled, listing classifications of Sensitive, Confidential, Privileged, and Vital. 26 Pages (20-594)

**IT CLOUD STRATEGY** Cloud services include Software as a Service (SaaS), Infrastructure as a Service (IaaS), and Platform as a Service (PaaS), and this strategy focuses on productivity applications as well as data protection. 23 Pages (20-587)

**CLOUD COMPUTING STRATEGY** This presentation offers an overview of cloud computing and what comprises a beneficial cloud computing service. 15 Pages (20-586)

**GDPR PLAN** This plan details EU General Data Protection Regulation procedures including business cards, right of access, data retention, and data processing. 3 Pages (20-459)

**ENTERPRISE SECURITY ARCHITECTURE** Enterprise Security Architecture ensures that information and information systems are protected. 27 Pages (20-207)

**INFORMATION SECURITY PROGRAM** This ISP is designed to protect against any anticipated internal and external threats or hazards to the security or integrity of such information. 47 Pages (20-100)

**DDoS MITIGATION PLAN** A Distributed Denial of Service (DDoS) attack can be a website shutdown to interrupt a business, holding a business hostage while demanding payment to release the website, or overloading a firewall so the actor(s) can try penetrating the firewall & implanting malware or a backdoor into the victim's network. 7 Pages (20-099)

**IT SECURITY MANUAL** This is an enterprise level policy to guide the maintenance of an environment across all departments and agencies. 6 Pages (20-068)

**PANDEMIC BUSINESS CONTINUITY PLANNING STRATEGY** This document describes a strategy for sustaining utility operations in the event of an influenza pandemic, based upon previous world pandemic events. This strategy can be updated and applied to potentially pandemic situations. 36 Pages (47-494)

**IT PANDEMIC INCIDENT RESPONSE PLAN** This document serves as protection for employees, customers, assets & information, and will minimize restoration time in the event of a pandemic. 28 Pages (47-493)

**ROBOTIC PROCESS AUTOMATION** Offered at a recent NOREX workshop, this presentation offers a discussion about RPA and its security implications. 15 Pages (50-291)

**GDPR OVERVIEW** All the basic information describing the European General Data Protection Regulation (GDPR) is provided in this presentation. 12 Pages (50-277)

**ADAPTIVE SECURITY** This approach to security architecture integrates predictive, preventive detective, & response capabilities. 5 Pages (50-203)

## **Policies & Procedures**

**GENERATIVE AI USE POLICY** This policy provides guidance and rules for the responsible use of AI by employees. 1 Page (20-1330)

**INTERNATIONAL TRAVEL ACCESS POLICY** This policy focuses on accessing company resources from international locations. 1 Page (20-1323)

**AI ACCEPTABLE USE POLICY** This policy establishes guidelines on AI tool use, to prevent leaks of confidential data and ensure the tools are used appropriately, ethically, and legally. 2 Pages (20-1284)

**ARTIFICIAL INTELLIGENCE USE POLICY** The following policy outlines options for business use of generative Artificial Intelligence (AI) chatbots such as ChatGPT as well as disciplinary action that may be taken for misuse. 3 Pages (20-1272)

**AI ACCEPTABLE USE POLICY** This policy outlines the guidelines and regulations for the responsible and ethical use of Artificial Intelligence (AI) systems. 2 Pages (20-1268)

**AI ACCEPTABLE USE POLICY LETTER** This letter provides an introduction to a corporate policy on the use of Artificial Intelligence in the workplace and can be updated or expanded as needed. 1 Page (20-1266)

**ARTIFICIAL INTELLIGENCE TOOL GUIDE** These tips and guidelines provide general knowledge on exploring AI tools for business use. 3 Pages (20-1254)

**CLEAN DESK POLICY** This policy ensures that all sensitive and confidential information is properly locked away or disposed of when a workstation is not in use. 1 Page (20-1249)

**ELECTRONIC BID & SIGNATURE POLICY** This policy describes use of electronic transmission and signatures to send and receive bids, proposals, contracts, and other documents related to the award and administration of contracts. 6 Pages (20-1235)

**TECHNOLOGY ACQUISITION WITH OPERATIONS SUPPORT** This procedure describes maintaining compliance with minimum standards for connectivity to the network. 2 Pages (20-1177)

**BEST PRACTICES SECURITY REVIEW** This overview of network security includes acceptable use, information privacy and classification, network access, and more. 2 Pages (20-1176)

**VULNERABILITY MANAGEMENT** This document explores vulnerability identification, evaluation, reporting, timeline, and response. 3 Pages (20-1155)

**PATCHING BEST PRACTICE SUGGESTIONS** This policy suggests automating patching in order to expedite the process. 1 Page (20-1154)

**PRIVILEGED ACCESS MANAGEMENT POLICY** This access standard has been developed to reduce risk to IT resources and systems. 5 Pages (20-1137)

**PUBLIC FILE UPLOAD POLICY** This standard defines a way to accept file uploads from the public without endangering company IT resources. 3 Pages (20-1136)

**WEBSITE ACCESSIBILITY STATEMENT** This standard provides information on disclosing efforts made to increase accessibility to a public website in accordance with the ADA and other regulations. 3 Pages (20-1135)

**SECURE MS SQL DATABASE** This standard guides consistency in the configuration of Microsoft SQL servers, including a secure database configuration checklist. 7 Pages (20-1134)

**REGULAR AND SERVICE ACCOUNT POLICY** This standard describes the lifecycle of regular and service accounts that access IT resources. 6 Pages (20-1133)

**SECURE NETWORK CONFIGURATION** This standard offers guidance for secure configuration of computer networks within the organization. 6 Pages (20-1132)

**SECURE WINDOWS DEVICE CONFIGURATION** This standard offers guidance for secure configuration of Windows devices attached to the computer networks within the organization. 4 Pages (20-1131)

**SECURE WINDOWS SERVER CONFIGURATION** This standard provides guidance for a secure Windows server configuration covering any device running on a Microsoft Windows operating system. 5 Pages (20-1130)

**ITS POLICY HANDBOOK** This policy includes a variety of IT policies such as security, configuration & systems management, access control, and communications. 109 Pages (20-1116)

**BUILDING THREAT POLICY** This is an example policy in the event a suspicious object is found or there is a threat against the building. 4 Pages (20-1100)

**IT SECURITY POLICY** This document is an overview of the security requirements of company systems. Additionally, it describes controls implemented to meet those requirements. 8 Pages (20-1066)

**WIRELESS SECURITY POLICY** This policy prohibits access to company networks via unsecured wireless communication mechanisms, and covers all wireless data communication devices. 2 Pages (20-1036)

**REMOTE ACCESS SECURITY POLICY** This policy defines standards for network connection from any external host. These standards minimize the potential exposure to damages which may result from unauthorized use of company resources. 2 Pages (20-1033)

**CHANGE MANAGEMENT AND CONTROL POLICY** This policy provides standardized methods and procedures to meet change management requirements supporting IT operations. 5 Pages (20-1027)

**INFORMATION TECHNOLOGY USE** This Information Resources policy preserves confidentiality, integrity, and availability of systems, applications, and data. 8 Pages (20-995)

**IT SECURITY DEFENSE POLICY** Passive Defense serves as the foundation of protecting networks and systems. This policy follows deployment of security controls to the baseline IT architecture to provide defense or insight against threats. 6 Pages (20-975)

**VENDOR RISK MANAGEMENT** This procedure specifies security requirements for IT products and services in which data is stored, processed, or transmitted by entities not under direct control of your organization. 4 Pages (20-974)

**IT SECURITY POLICY** This policy informs staff of technology and information asset protection requirements and describes IT responsibilities and privileges. 5 Pages (20-973)

**IDENTITY & ACCESS MANAGEMENT POLICY** The objective of this policy is to ensure existence of adequate controls to restrict access to systems and data for user, shared, privileged, and service accounts. 3 Pages (20-972)

**SECURITY INCIDENT RESPONSE & INVESTIGATION** This procedure describes how to respond to IT security incidents and investigate causes in order to stop the problem, prevent future incidents, and identify areas of weakness or vulnerability. 10 Pages (20-971)

**PRIVACY POLICY** The following website privacy policy explains what information is collected, how it is used, and with whom it is shared. 7 Pages (20-954)

**DATA CLASSIFICATION STANDARD** This is a draft of a standard that creates a common set of terms for categorizing and securing information. 2 Pages (20-918)

**DATA SECURITY CLASSIFICATION** In this document, distinct handling, labeling, destruction, and review procedures are established for each security classification. 1 Page (20-917)

**INFORMATION TECHNOLOGY POLICY** The purpose of this document is to establish and document the details of the system security reviews. 26 Pages (20-912)

**NETWORK OPERATIONS CHECKLISTS** Included are daily and weekly network operations security health checklists. 1 Page (20-904)

**IT LOGICAL SECURITY POLICY** This document describes the procedure for the application of logical security measures to protect information systems and data. 7 Pages (20-875)

**MOBILE DEVICE SECURITY** Rules and procedures involving employee mobile devices are examined in this policy. 5 Pages (20-844)

**VIDEO SECURITY SYSTEMS STANDARDS AND GUIDELINES** In order to provide all employees a safe and secure working area, this company supports the implementation of Video Security Systems that include a specific set of coverage areas in all facilities. 5 Pages (20-767)

**INFORMATION PRIVACY AND SECURITY REQUIREMENTS** Access to sensitive or regulated information is granted to third parties according to the following agreement. 7 Pages (20-739)

**PROCUREMENT SECURITY REQUIREMENTS** Security requirements for on- and off-premise systems, data use, login, and application use are described in this document. 3 Pages (20-722)

**ACCESS & IDENTIFICATION BADGE POLICY** The employee ID badge provides a unique identifier that verifies a person's authorization to be in restricted or non-public facility spaces. This policy describes issuance and use of ID badges. 7 Pages (20-690)

**BUSINESS CONTINUITY MANAGEMENT POLICY** Effective contingency planning can minimize the impact of a disaster or threat. This document provides planning and program guidance for implementing a Business Continuity Plan (BCP). 17 Pages (20-685)

**VIDEO RETENTION & DISTRIBUTION** This administrative policy describes maintenance of video recordings on all modes and how such recordings are preserved, reviewed, and distributed. 9 Pages (20-649)

**CLOSED CIRCUIT TV PROCEDURES** The CCTV system is used to monitor public areas in order to deter crime, scan for safety concerns, and to assist in providing a secure environment. This document provides guidance for CCTV use. 7 Pages (20-648)

**IDENTITY PROTECTION POLICY** This document provides regulations about Personal Identifying Information (PII), including what may be shared and what must remain confidential. 7 Pages (20-647)

**DATA CENTER SECURITY** This policy outlines Data Center rules and procedures. 5 Pages (20-643)

**VIRUS PREVENTION POLICY** This policy is designed to ensure that IT resources and systems employ effective anti-virus and anti-malware detection software. 2 Pages (20-633)

**ACCEPTABLE USE & SECURITY STANDARD** This policy describes authorized usage, outlining responsibilities related to electronic equipment, software, and networks. Maintaining security of communication networks, proprietary information, and data security essential to daily operations is also addressed. 4 Pages (20-604)

**SECURITY AWARENESS TRAINING POLICY** The information security awareness program ensures that all employees achieve and maintain at least a basic level of understanding of information security matters, ethics, and acceptable behavior. 3 Pages (20-603)

**ACCESS & USAGE POLICY** General policy on computer (and other electronic systems) access and usage as it relates to the security management process is described. 4 Pages (20-593)

**AUDIT CONTROLS POLICY** This policy defines the audit controls of the security management process for health information technology resources. 2 Pages (20-591)

**NETWORK SECURITY POLICY** This policy establishes administrative direction, procedural requirements, and technical guidance to ensure the appropriate protection of information handled by computer networks. 12 Pages (20-561)

**OPERATING SYSTEM SECURITY POLICY** The scope of this policy encompasses all operating systems, including but not limited to, main frame, network, Microsoft Windows, Unix, Linux, and SQL Server implementations. 1 Page (20-547)

**SECURITY EXCEPTION FORM** This form manages exceptions to Information Security policies and standards. 2 Pages (20-512)

**IT SECURITY POLICY** This policy describes controls, that when implemented by supporting standards and procedures, are designed to move any associated risks to an acceptable level. 20 Pages (20-487)

**ACCESS CONTROL POLICY** This compilation of future implementations center on user authentication, access control, identification procedures, and more. 12 Pages (20-486)

**INFORMATION SERVICES SECURITY POLICY** The policy provides the framework to ensure protection of IT assets and to allow the use, access, and disclosure of such information only in accordance with appropriate standards, laws, and regulations. 18 Pages (20-477)

**DATA PRIVACY POLICY** This Privacy Statement describes protection of personally identifiable information in conjunction with data privacy legislation. 6 Pages (20-460)

**AUDICODES MAINTENANCE & SUPPORT GUIDELINES** Security patches and cumulative updates for AudioCodes Gateways, Survivable Branch Appliances (SBA), and SmartTAP Recording Solution are some of the components in need of maintenance and support. 2 Pages (20-456)

**DATA CLASSIFICATION PROJECT** This project ensures conformance with the information resources management program and that information resources are adequately protected. It also identifies the business owner responsible for the identification and classification of information. 13 Pages (20-454)

**DATA CLASSIFICATION POLICY** This state policy provides a data classification methodology to state agencies for understanding and managing the confidentiality & criticality level of data & information systems. 9 Pages (20-453)

**IDENTITY MANAGEMENT & ACCESS CONTROL POLICY.** This policy establishes procedures controlling system access and defining the security management process for information technology resources. 4 Pages (20-402)

**WEB APPLICATION SECURITY STANDARDS** This document provides technical standards to guide the specification, design, procurement, configuration, and administration of web applications. 6 Pages (20-371)

**COMPUTER CRIMES POLICY** The company's policy on computer misuse and crime is addressed here, including examples of such and the process of reporting such crimes. 4 Pages (20-319)

**SECURITY MONITORING POLICY** This policy defines rules & requirements for securing & protecting electronic communications systems and defines requirements for Information Security (InfoSec) monitoring, Cybersecurity, and Network security. 3 Pages (20-317)

**IT USE POLICY** This policy provides standards for the acceptable use of company IT resources, and is designed to prevent use that may be illegal, improper, abusive, or which may have an adverse impact on the company or its IT resources. 9 Pages (20-303)

**IT SECURITY POLICY** Standards for the maintenance & protection of the IT infrastructure, including all equipment, software, and systems owned, operated, or maintained by or on behalf of the company. 8 Pages (20-302)

**PHYSICAL ACCESS POLICY** This document outlines the policies for providing physical access to system components. 5 Pages (20-282)

**IT SECURITY POLICY** This policy establishes standards for maintenance & protection of the IT infrastructure, including all equipment, software and systems owned, operated, or maintained by or on behalf of the IT

Department. 8 Pages (20-266)

**DATA SECURITY POLICY** In this policy, procedures are set forth to ensure the security & confidentiality of personal information, protect against threats to security and integrity, and protect against unauthorized access to such information. 59 Pages (20-241)

**MEDIA HANDLING STANDARD** This Standard protects physical Information System Media from unauthorized disclosure, modification, removal, or destruction. 2 Pages (20-149)

**ACCEPTABLE USE OF TECHNOLOGY** Proper and acceptable use of technology resources are explained in the following document. 6 Pages (20-069)

**NETWORK ACCESS SECURITY POLICY** Described here is official policy on network access, security, and electronic communication. 9 Pages (20-044)

**INFORMATION ASSET PROTECTION** The following is the procedure for requesting access to company systems and applications and their security. 11 Pages (20-042)

**IDENTITY AND ACCESS CONTROL STANDARD** Users that may access sensitive information must be established, properly validated, and protected against outside or inside agitators. 8 Pages (50-412)

**NETWORK AND CLOUD SECURITY** This document helps ensure that any system which processes, handles, or transmits unencrypted Confidential Unclassified Information (CUI) has specific controls. 7 Pages (50-410)

**SECURITY REQUIREMENTS MATRIX** NIST 800-171 compliance requirements are outlined in this matrix for cybersecurity self-assessment. 5 Pages (50-409)

**WORK-FROM-HOME SECURITY GUIDANCE** Use the guidance provided in this document to improve the security of WFH. 4 Pages (50-323)

**ELECTRONIC COMMUNICATIONS POLICY** This policy guides use of company systems (computers, phones email, software, applications, smart devices, removable media, etc.), internet use, and protection of information on company systems. 5 Pages (50-322)

**SOFTWARE DEVELOPMENT SECURITY POLICY** This policy provides guidance on preserving confidentiality, integrity, and availability of confidential information. 5 Pages (50-284)

**SECURITY POLICY EXCEPTION** This form is used to manage exceptions to any Information Security or Systems policy or standard due to operational constraints, technical limitations, legal requirements or other issues. 2 Pages (50-271)

## **RFP & Contracts**

**RFP: PENETRATION TESTING** This Request for Proposal (RFP) invites prospective vendors to submit a proposal to perform and deliver security penetration testing. 8 Pages (20-1290)

**DATA USE AGREEMENT** This template is an agreement for limited data use between two or more parties and is HIPAA compliant. 2 Pages (20-1242)

**NEW PRODUCT PURCHASE REQUEST** This request begins the process of purchasing a new technology product like hardware, software, or services. 2 Pages (20-1157)

**COPY CENTER MULTI-FUNCTION DEVICES** This RFP searches for bids for installation, service, and maintenance of multi-function copy center devices. 19 Pages (20-1105)

**RFI: INFORMATION SECURITY RISK ASSESSMENT** Requested here is a privacy and security risk assessment pursuant to the Health Insurance and Portability Accountability Act (HIPAA). 18 Pages (20-573)

**SECURITY STANDARDS WORDING** This describes wording for information security requirements guidelines to be used for bids and RFP documents. 2 Pages (20-542)

**PROVIDER CONFIDENTIALITY & SECURITY AGREEMENT** This agreement applies to any provider party who is on site or who requires access to the company network. 2 Pages (20-539)

**INFORMATION SECURITY REQUIREMENTS AGREEMENT** This ISR is an exhibit to the Master Services Agreement effective under which provider may be engaged from time to time to provide services. 5 Pages (20-538)

**SECURITY CONTRACT LANGUAGE** The following document describes language frequently used in the development of security contracts. Topics include encryption, authentication, compliance, auditing, personal data, and requirements. 4 Pages (20-508)

**RFI: MSSP** For the purpose of engaging into a partnership with a professional Managed Security Service Provider (MSSP) for security monitoring and other network & computing asset security services, this informal RFP has been issued. 9 Pages (20-412)

**RFI: NETWORK FIREWALL & SECURITY APPLIANCE** A larger-scale network firewall & security appliance is needed to meet specific connection speeds, protection, filtering, and Ethernet interfaces. 5 Pages (20-379)

**PRIVILEGED ACCESS AGREEMENT** This agreement includes acknowledgement of responsibilities, necessary clearances, and authorization for privileged access to systems. A non-disclosure certificate is also included. 3 Pages (20-362)

**SECURITY CONSULTANT REQUEST** Various security tasks such as vulnerability assessment, penetration testing, awareness training, and incident response will need to be performed by the security consultant. 5 Pages (20-106)

**RFI: EVENT MANAGEMENT SOFTWARE SOLUTION** This Request for Information is for those in the process of identifying Event Management Software vendors for an upcoming requirement. 5 Pages (20-095)

**DATA SHARING AGREEMENT** The following data sharing agreement template is HIPAA compliant. 3 Pages (20-086)

**HIPAA BUSINESS ASSOCIATE AGREEMENT** This agreement template is between an organization and a HIPAA compliant organization. 7 Pages (20-085)

**ACCEPTABLE USE / CONFIDENTIALITY** This agreement describes the standard policy of the use of company Information Technology resources and data contained therein. 5 Pages (20-043)

**RFI: ENTERPRISE IAM** This RFI explores making a move to a consistent platform across the board to standardize levels of maturity, modernize IAM solutions, and close gaps. 9 Pages (50-376)

**RFI: PRIVILEGED ACCESS MANAGEMENT** This example RFI focuses on evaluating identity & access management tools as a potential replacement for the current set of tools. 5 Pages (50-375)

## Risk Assessment

**INFORMATION SECURITY RISK ASSESSMENT** This report assesses the use of resources and controls to eliminate or manage vulnerabilities exploitable by internal and external threats. 15 Pages (20-1248)



**APPLICATION ASSESSMENT PLAN** This plan shows vulnerability identification and analysis to be done prior to the production installation of the application. 2 Pages (20-1143)

**IT VENDOR RISK MANAGEMENT PROCEDURE** This procedure specifies security requirements for acquisition of IT products and services in which data is stored, processed, or transmitted by an entity not under direct control. 4 Pages (20-1092)

**SOFTWARE RISK ASSESSMENT** This document provides a standard procedure for reviewing software that is to be installed in the company environment. 7 Pages (20-996)

**COMPLEXITY MATRIX & RISK PLAN TEMPLATE** Track the complexity and risk of the proposed plan using these PMO templates. 2 Pages (20-784)

**VENDOR SECURITY ASSESSMENT** This questionnaire is about secure coding, incident response, confidentiality, and other aspects of vendor security. 2 Pages (20-683)

**SECURITY QUESTIONNAIRE** Designed using the NIST guide, this questionnaire will help determine the level of risk and organization will incur using the provider in question. 32 Pages (20-584)

**RISK REGISTRY DASHBOARD** This dashboard template logs impact area, source risk factors, description, probability, assessment, and response. 5 Pages (20-384)

**RISK REGISTER TEMPLATE** This risk register contains typical risks that have been identified on previous projects, potential triggers, and possible responses. A contingency plan is also suggested. 5 Pages (20-383)

**RISK APPETITE STATEMENT** This statement considers the most significant risks to which a financial institution is exposed and provides an outline of the approach to managing and mitigating those risks. 4 Pages (20-251)

**IT RISK ASSESSMENT** This is a worksheet detailing external and internal threats as well as disaster risk factors. 3 Pages (20-250)

**VENDOR DATA & RISK ASSESSMENT** This worksheet provides data on vendors as well as a risk assessment & security questionnaire. 19 Pages (20-225)

**SECURITY AUDIT QUESTIONNAIRE** Information Technology management, information security, and privacy are described in this questionnaire. 10 Pages (20-206)

**INFORMATION SECURITY CLASSIFICATION** Information at the company will be appropriately protected based on its value, confidentiality, sensitivity, and the risk of loss or compromise. This document helps with information classification. 7 Pages (20-158)

**SOW: VULNERABILITY & PENETRATION TESTING** Vulnerability identification and analysis, physical security, authenticated and unauthenticated testing is examined in this SOW. 11 Pages (20-143)

**ROOT CAUSE ANALYSIS** The description, principles, general process, benefits, common pitfalls, and examples of an RCA are provided in this presentation. 15 Pages (20-121)

**SYSTEM OUTAGE ROOT CAUSE ANALYSIS** The following is a chart for recording details of a service desk ticket problem and the subsequent Root Cause Analysis (RCA). 2 Pages (20-120)

**POLICY TEMPLATE** This document provides a format for communicating a variety of company standards and policies. 3 Pages (50-384)

**SOFTWARE RISK ASSESSMENT SUMMARY** Using data from service overviews and assessments, a summary of software risk assessment is made, determining acceptable risk, concern, and red flags. 8 Pages (50-326)

**THIRD-PARTY TECHNICAL RISK ASSESSMENT** This software service questionnaire for third-party providers covers technical assessment, IT governance & development, architecture, security, and support. 7 Pages (50-325)

**SOFTWARE RISK ASSESSMENT INSTRUCTIONS** These instructions are for completing the technical risk assessment required for third-party product or service providers that host or maintain systems on behalf of the organization and have access to data. 2 Pages (50-324)

**CHANGE MANAGEMENT RISK ASSESSMENT** This simplified risk assessment is limited to a few questions and designed to be free from subjective responses. 1 Page (50-317)

**THIRD PARTY RISK ASSESSMENT** This security questionnaire helps to diagnose possible risks with potential or current vendors. 2 Pages (50-314)

**TECHNOLOGY RISK MANAGEMENT POLICY & PROCEDURE** Following is an overview of the technology risk management process steps and the associated roles and responsibilities. 3 Pages (50-290)

**OPERATIONAL READINESS INTAKE** This questionnaire provides an opportunity for each department to submit change requests in a timely and organized manner, so that they can be properly managed. 9 Pages (50-276)

**RISK ASSESSMENT** The following risk assessment questions, submitted by three different member organizations, help assess the risk associated with technical changes. 3 Pages (50-221)

## **Security Awareness**

**SECURITY AWARENESS TRAINING** This policy ensures a basic understanding of information security policies, standards, procedures, guidelines, laws, regulations, contractual terms, and generally held standards of ethics and acceptable behavior. 3 Pages (20-1291)

**SECURITY AWARENESS TRAINING POLICY** This policy ensures all employees understand security policies, standards, procedures, guidelines, laws, regulations, contractual terms, and generally held standards of ethics and acceptable behavior. 3 Pages (20-1048)

**IT SECURITY FRAMEWORK** This security infographic provides an outline of IT security systems. 2 Pages (20-1040)

**SECURITY TIPS: MEMBER PERSPECTIVES.** Following are tips a NOREX member has shared regarding experiences with security awareness and resources. 2 Pages (20-614)

**SECURITY AWARENESS TRAINING POLICY** The information security awareness program ensures that all employees achieve and maintain at least a basic level of understanding of information security matters, ethics, and acceptable behavior. 3 Pages (20-603)

**SECURITY CONSULTANT REQUEST** Various security tasks such as vulnerability assessment, penetration testing, awareness training, and incident response will need to be performed by the security consultant. 5 Pages (20-106)

**SECURITY AWARENESS AND TRAINING** The goal of this document is to ensure that personnel have the appropriate training to identify and report suspicious activities. 5 Pages (50-408)

**IT SECURITY: NATION STATE ACTORS** This presentation was given at a NOREX Security Workshop, and discusses advanced threats, nation states, attack tactics, and follow-up ideas. 22 Pages (50-265)

**IT SECURITY TRENDS & TIPS** This is a member's perspective on the state of IT security, current threats, and technologies to apply. 25 Pages (50-228)

## Security Charter & Framework

**IT PROJECT SECURITY CHECKLIST** The following checklist has been created to ensure security is being addressed throughout the lifecycle of any IT project. 2 Pages (20-1252)

**ENTERPRISE GRADE SECURITY** The following was presented at a NOREX International Roundtable. It outlines how one organization created their security operation while staying within their budget. 11 Pages (20-1218)

**SECURITY DASHBOARD** This example shows an organization's metrics for internet, overall company, and cybersecurity threat levels. 1 Page (20-1113)

**CYBERSECURITY FRAMEWORK** The following cybersecurity risk management framework ensures proper controls and proper mitigation steps are in place. 10 Pages (20-782)

**IDENTITY & ACCESS MANAGEMENT SOLUTION** This template demonstrates how to select, acquire, and implement an Identity and Access Management (IAM) solution for single sign-on, universal directory, and adaptive multifactor authentication. 8 Pages (20-728)

**PRIVILEGED ACCESS MANAGEMENT** The Information Services Security Team recommends procuring a solution that will allow implementation of privileged account control, least-privilege access on workstations, and password vaulting. 6 Pages (20-727)

**PROCUREMENT SECURITY REQUIREMENTS** Security requirements for on- and off-premise systems, data use, login, and application use are described in this document. 3 Pages (20-722)

**IT SECURITY CONTROL FRAMEWORK** This control framework provides management direction & support for information security. 4 Pages (20-706)

**INFORMATION SECURITY ORGANIZATION STRUCTURE** Following a chart of IS organization is a detailed description of the allocation of information security responsibilities. 5 Pages (20-615)

**PATCH MANAGEMENT SECURITY STANDARD** As set forth in this standard, the Patch Advisory Team meets monthly to ensure all known and reasonable defenses are in place to reduce network vulnerabilities while keeping the network operating. 2 Pages (20-546)

**SOW: VULNERABILITY & PENETRATION TESTING**. Vulnerability identification and analysis, physical security, authenticated and unauthenticated testing is examined in this SOW. 11 Pages (20-143)

**KEYS TO SECURITY OPERATIONS CHARTERS** The latest in SOC technology includes identifying access, communication, and using the right tools for the job. 15 Pages (50-365)

**STRATEGIC PLAN OUTLINE** This outline aligns IT security strategy with business objectives while effectively managing risk and meeting compliance requirements. 13 Pages (50-352)

**CLOUD SECURITY FRAMEWORK** This framework of steps procures a cloud service that meets information security policies, standards, and baselines. 7 Pages (50-347)

**AWS CLOUD SECURITY STANDARD** This security standard provides the technical and operational security requirements for AWS hosted infrastructure and services. 21 Pages (50-308)

**IT SECURITY CHARTER** The responsibilities of the IT Security Department are outlined in detail along with mission statements and department vision for security standards. 7 Pages (50-292)

**CRISIS MANAGEMENT STEERING COMMITTEE CHARTER.** The risk processes and responsibilities of a crisis management steering committee are outlined here. 2 Pages (50-229)

## Staffing

**IT SECURITY OFFICER DIRECTOR** 3 Pages (20-1199)

**DATA CLASSIFICATION** This document provides definitions of common terms related to data types, owners, and users. 2 Pages (20-1118)

**SENIOR INFORMATION SECURITY MANAGER** 1 Page (20-1109)

**NETWORK SECURITY ANALYST** 2 Pages (20-1031)

**MANAGER: NETWORK OPERATIONS & SECURITY** 4 Pages (20-776)

**IT SECURITY DIRECTOR** 2 Pages (20-526)

**DIRECTOR OF IT SECURITY** 1 Page (20-523)

**CLINICAL INFORMATICS SPECIALIST** 4 Pages (20-394)

**JOB DESCRIPTION TEMPLATEV** This template describes the essential functions of a position and gathers information to identify both common and unique requirements for all positions throughout the company. 8 Pages (20-170)

**JUNIOR SECURITY ANALYST** 1 Page (20-169)

**JUNIOR SECURITY ANALYST** 1 Page (20-166)

**CHIEF INFORMATION SECURITY OFFICER** 3 Pages (20-079)

**CYBER SECURITY OFFICERV** 2 Pages (20-073)

**SENIOR INFORMATION SECURITY ANALYST** 3 Pages (20-062)

**IAM SYSTEMS ANALYST** 2 Pages (20-047)

**IAM PROGRAM MANAGER** 2 Pages (20-046)

**IAM SOLUTIONS ARCHITECT** 1 Page (20-045)

**SECURITY OPERATIONS MANAGER** 3 Pages (50-401)

**ENTERPRISE SECURITY ARCHITECT** 1 Page (50-379)

**ENTERPRISE ARCHITECT** 2 Pages (50-378)

**GRC MANAGER** 2 Pages (50-298)

**SOFTWARE DEVELOPMENT ORG CHART** Organization of software development teams are shown in this example chart. 1 Page (50-288)

**IDENTITY ACCESS MANAGEMENT ARCHITECT** 3 Pages (50-214)

**IDENTITY ACCESS MANAGEMENT ENGINEER** 2 Pages (50-213)

**IDENTITY MANAGEMENT ENGINEER** 1 Page (50-212)

## Vendor Management

**VENDOR QUESTIONNAIRE** This questionnaire seeks answers on vendor licensing, storage, documentation, legal agreements, payment, insurance, and more. 2 Pages (20-1241)

**MANAGED DETECTION RESPONSE SOLUTIONS** This document is a comparison of a group of MDR solutions. 2 Pages (20-1180)

**VENDOR SECURITY ASSESSMENT** This template rates areas of vendor security such as firewall, policy, and compliance controls. 4 Pages (20-1102)

**SaaS SECURITY CHECKLIST** Aspects of Software as a Service such as vendor policies, compliance requirements, security safeguards, and documentation are part of this checklist. 2 Pages (20-1095)

**EMAIL SECURITY PRODUCT SCORESHEET** This chart provides a weighted comparison of several prominent email security products. 3 Pages (20-1044)

**VENDOR SECURITY QUESTIONNAIRE** Issues such as compliance, risk assessment, incident management, and requirements are itemized in this vendor survey. 3 Pages (20-887)

**VENDOR INTEGRATION QUESTIONS** Questions for vendor integration include topics of security, user authentication, data, and architecture. 1 Page (20-696)

**VENDOR SECURITY ASSESSMENT** This questionnaire is about secure coding, incident response, confidentiality, and other aspects of vendor security. 2 Pages (20-683)

**SECURITY QUESTIONNAIRE** Designed using the NIST guide, this questionnaire will help determine the level of risk and organization will incur using the provider in question. 32 Pages (20-584)

**SECURITY STANDARDS WORDING** This describes wording for information security requirements guidelines to be used for bids and RFP documents. 2 Pages (20-542)

**PROVIDER CONFIDENTIALITY & SECURITY AGREEMENT** This agreement applies to any provider party who is on site or who requires access to the company network. 2 Pages (20-539)

**INFORMATION SECURITY REQUIREMENTS AGREEMENT** This ISR is an exhibit to the Master Services Agreement effective under which provider may be engaged from time to time to provide services. 5 Pages (20-538)

**ENDPOINT SECURITY TOOL COMPARISON** An overview of one member organization's comparison of several popular "heuristic" behavioral-based endpoint security products including Carbon Black, Cylance, Darktrace, and CrowdStrike. 3 Pages (20-220)

**REQUIRED SECURITY DOCUMENTATION** This table provides an example of required documentation regarding the infrastructure, application code, and network topology. 4 Pages (20-130)

**DOCUMENTATION & INDIVIDUAL SECURITY EVALUATION** The Evaluator will rate how well the Proposer's solution overall satisfies the company's requirements, as well as its overall suitability for the company. 34 Pages (20-129)

**SECURITY CONSULTANT REQUEST** Various security tasks such as vulnerability assessment, penetration testing, awareness training, and incident response will need to be performed by the security consultant. 5 Pages (20-106)

**EVENTS MANAGEMENT SUITE** This suite is a scorecard and pricing matrix for events management vendors. 2 Pages (20-096)

**ENDPOINT COMPARISON MATRIX** This customizable spreadsheet compares several Endpoint Detection and Response (EDR) tools. 12 Pages (50-387)

**VENDOR SECURITY ASSESSMENT** This Application Security Review (ASR) questionnaire enables organizations to assess security compliance and serves as a prerequisite before approval of purchase or use of applications. 17 Pages (50-264)

**VENDOR SECURITY CHECKLIST** This worksheet provides questions to inquire of prospective vendors to ensure security. 3 Pages (50-192)

## Transcripts and Polls

**BANKING / FINANCIAL INDUSTRY IT ISSUES TRANSCRIPT** NOREX Members discussed compliance issues; regulatory trends; onboarding / offboarding software; AI usage; AI / ML for enhanced customer service; Cloud usage; IT staffing trends; remote work trends; and the impact of AI on IT careers. 15 Pages (NV2503)

**DATA ENCRYPTION TRANSCRIPT** NOREX Members discussed data encryption pros and cons; implementations; encouraging the use of data encryption in the enterprise; standards; file sharing considerations; encryption in a hyperconverged environment; BitLocker recovery; tools; emerging technologies; encryption issues in China; and USB encryption. 14 Pages (NV2501)

**PROJECT MANAGEMENT TRANSCRIPT** NOREX Members discussed software tools; Azure DevOps; tools for IT vs the enterprise; MS Project; project queue visualization; scoring models; use of AI; MS Copilot; automating with Power BI; workflow approval; Teams for projects; success measurements; decommissioning projects; and lessons learned. 20 Pages (NV2499)

**MICROSOFT INTUNE TRANSCRIPT** NOREX Members discussed reasons for implementing Intune; Intune for smaller organizations; features; key steps for deployment; group policies; distributed resources sharing the same environment; and reporting. 19 Pages (NV2497)

**MANAGING TECHNICAL DEBT TRANSCRIPT** NOREX Members discussed the definition of technical debt; problems that occur; cleaning up a ServiceNow database; upper-level support; cyber attack risks; strategies to remediate technical debt; budget considerations; security risks; project delivery considerations; and Cloud vs on-prem technical debt. 18 Pages (NV2496)

**EDUCATION INDUSTRY IT ISSUES TRANSCRIPT** NOREX Members discussed departmental hardware challenges with disparate budgets; AI in education; implementing the Gramm-Leach Bliley Act; MFA for students; students bypassing filters; using Google or MS with students; CRMs with Workday Student; and asset management for student devices. 13 Pages (NV2495)

**CHANGE ENABLEMENT TRANSCRIPT** NOREX Members discussed the definition of change enablement; introducing to the organization; who drives the initiative or is it an organization-wide initiative; CAB considerations; project selection; leadership support; tips for improving processes; separating change and

release; ERP transitions; retaining staff buy-in; project transparency; training resources; and change enablement metrics. 16 Pages (NV2494)

**CONSTRUCTION INDUSTRY IT ISSUES TRANSCRIPT** NOREX Members discussed security concerns for 2024; phishing; shadow IT; AI solutions; multi-Cloud for AI offerings; ERP solutions; utilizing P6 in the Cloud; collaboration tools for corporate IT and project engineers; internet connectivity for remote sites; and diversity tracking tools. 24 Pages (NV2493)

**CLOUD SECURITY IN A SaaS ENVIRONMENT TRANSCRIPT** NOREX Members discussed strategies for SaaS vs on-prem vs Cloud; responsibilities for security in a SaaS model; data backup with vendors; SaaS sprawl; best practices for onboarding and offboarding users in a SaaS environment; using ISO 27017; security for integrations and data; IT staff protecting the applications they manage; and evaluating the exit strategy from a vendor. 16 Pages (NV2492)

**SECURITY INCIDENT RESPONSE TRANSCRIPT** NOREX Members discussed executive support for IR; MDR and cyber insurance vendors; business continuity's role in IR; communication of an event across teams; timing for tabletop exercises; methodology to write an IR playbook; email incident response; and AI and cybersecurity. 14 Pages (NV2491)

**PASSWORD MANAGEMENT** NOREX Members discussed password standards; strategy; frequency to change passwords; passwordless solutions; rotating passwordless more frequently than 90 days; mandatory MFA for all accounts; tools to manage the change process; solutions for end users; compromised biometrics sold on the dark web; roadmap for a privileged access management policy; and privileged access for non-domain joined Linux administration. 19 Pages (NV2489)

**RANSOMWARE TRANSCRIPT** NOREX Members discussed lessons learned; paying or not paying the ransom; ethical and legal considerations regarding payment; engaging outside assistance; ransomware plan vs cybersecurity plan, immutable backup; early detection; reporting an attack; security and vulnerability assessments; and cybersecurity insurance considerations. 16 Pages (NV2488)

**TRANSPORTATION INDUSTRY IT ISSUES TRANSCRIPT** NOREX Members discussed cybersecurity practices and tools; automating cybersecurity processes; user training videos; Azure Sentinel; securing personal messenger apps; WhatsApp security considerations; vendor flow; deploying MFA for all types of access; applying security certificates; black box device security; predictive ETA tools; and capturing real-time vehicle data. 14 Pages (NV2486)

**IDENTITY & ACCESS MANAGEMENT TRANSCRIPT** NOREX Members discussed the maturity of IAM in the organization; identity governance and roles; Entra; systems to prioritize when implementing IAM solution; tools in use; relying solely on Microsoft products; first-time login credentials; authentication options for the young and disabled; and biometrics and digital authentication methods. 17 Pages (NV2485)

**SECURITY INITIATIVES FOR 2024 TRANSCRIPT** NOREX Members discussed budgets; quantifying the value of the security budget; pivoting from KPIs to risk to motivate spend; security spending as a percentage of total IT spend; quick security wins; cyber experts in the board room; cyber resilience; cyber threat vectors for 2024; use of AI to enhance security efforts; AI controls for third-party vendors; and admin rights on PCs for end users. 19 Pages (NV2484)

**SD-WAN TRANSCRIPT** NOREX Members discussed SD-WAN pros and cons; deployment; the complexity of SD-WAN; public vs private internet connections; backup strategies; cost considerations; quality-of-service experiences; firewall positioning; P2P traffic performance; VPN connections; vendor selection; Fortinet usage; Cisco vs Meraki; utilizing multiple vendor solutions; Palo Alto; managed services options; SASE; WAN acceleration; and Always On VPN. 19 Pages (NV2483)

**MANUFACTURING INDUSTRY IT ISSUES TRANSCRIPT** NOREX Members discussed aligning IT with manufacturing processes; the "walkabout" model; implementing an enterprise-wide approach; network segmentation strategies; patching floor systems; Manufacturing Execution Systems (MES); ERP integration

with manufacturing processes; authentication for frontline workers; Microsoft Dynamics; and dedicated operational technology. 18 Pages (NV2482)

**MANAGING SHADOW IT TRANSCRIPT** NOREX Members discussed the impact of shadow IT on an organization; who is most responsible for shadow IT; root causes; controls tied to the CMDB; innovation and control; tools to gain visibility to SaaS being used; the risk of shadow IT; and consumer-focused tools. 17 Pages (NV2481)

**ENDPOINT DETECTION & RESPONSE TRANSCRIPT** NOREX Members discussed the definitions of EDR, MDR, XDR, SOAR, and SIEM; managing SOAR and SIEM systems; endpoint solutions and tools in use; Huntress.io; Windows Defender; EDR and the remote work environment; false positives; and SOC or managed SIEM products. 14 Pages (NV2480)

**VENDOR MANAGEMENT TRANSCRIPT** NOREX Members discussed tiering and categorizing vendors; compliance standards; risk assessments; KPIs; benchmarking vendor pricing; the role of finance in vendor management; software asset management; licensing and audits; dealing with vendor delays; tools for vendor onboarding / offboarding; and AI and vendor risk assessment. 12 Pages (NV2479)

**NON-PROFIT ORGANIZATION IT ISSUES TRANSCRIPT** NOREX Members discussed balancing board member and leadership expectations; policies and procedures; security and innovation; pricing and discounts; ERP systems; IT training and staff support; cybersecurity; and third-party vendor risk. 14 Pages (NV2478)

**PCI COMPLIANCE TRANSCRIPT** NOREX Members discussed who is responsible for completing required processes / documents; external resources to assist in the compliance process; meeting PCI requirements when training developers; frequency to test security systems and processes; and vulnerability tools in use. 15 Pages (NV2474)

**MERGERS & ACQUISITIONS TRANSCRIPT** NOREX Members discussed merger and acquisition experiences and recommendations; acquiring executive consideration for technical issues; M&A planning; managing due diligence; identity federation; migrating Active Directory and Microsoft Forms; platform and cross-platform migration tools; ERP migration; domain access; management software / discovery tools to inventory IT asset inventories; and enterprise reporting platforms. 16 Pages (NV2473)

**PRIVACY LAWS TRANSCRIPT** NOREX Members discussed privacy law compliance; departments best suited to manage privacy; sources consulted to measure compliance against; developing and keeping current a Record of Processing Activities (ROPA); Privacy Impact Assessments (PIA) tools; NIST CSF core functions; Chief Privacy Officer or Chief Compliance Officer; audit frequency of IT tools to ensure privacy law compliance; leveraging internal audits to evaluate privacy programs; and US federal legislation on privacy laws. 13 Pages (NV2471)

**ARTIFICIAL INTELLIGENCE / MACHINE LEARNING / ChatGPT TRANSCRIPT** NOREX Members discussed how AI is used for critical thinking; use cases; training internal models – LLM; tracking the validity of AI info and privacy concerns; real world use cases; training users; policies for use; limiting personal logins to ChatGPT; deciding when to use; tracking users' usage of AI / ChatGPT; chatbots and OpenChatKit; and copyright protections in AI. 20 Pages (NV2470)

**EMAIL SECURITY TRANSCRIPT** NOREX Members discussed the most concerning email threats; tools to block phishing; maintaining user engagement; building vendor transparency into contracts; training users; URL click protection; frequency of testing users; utilizing SPK, DKIM, or DMARC; bulk email requests from other business lines and keeping email integrity; AI impact on email security; endpoint protection tools / processes; and changing secure email solutions – OME to Purview. 18 Pages (NV2469)

**MFA & IDENTITY ACCESS MANAGEMENT FOR ADMINISTRATORS TRANSCRIPT** NOREX Members discussed the definitions of MFA, IAM, and PAM; cyber insurance requirements; MFA tools; MFA usage trends; enforcing MFA with M365; MFA for non-admins; MFA for non-service accounts; threat detection and



response; automated detection tools; passwordless authentication; phishing resistant MFA; and password vault usage. 21 Pages (NV2468)

**ANTIVIRUS & FIREWALLS TRANSCRIPT** NOREX Members discussed antivirus and firewall vendors; Mimecast and Artic Wolf; FortiGate; Azure site recovery; handling endpoint protection and leveraging both an endpoint protection platform and endpoint detection and response solution; host-based firewalls; firewalls in HA mode; how SDN networking usage affects firewall controls; methods used in exercising granular control over traffic exceptions; Azure firewalls; moving from SonicWall to FortiGate; and alternatives for Palo Alto firewalls, MS Defender antivirus, and Proofpoint email filtering. 17 Pages (NV2466)

**ENERGY / UTILITY INDUSTRY IT ISSUES TRANSCRIPT** NOREX Members discussed budget trends; technology and innovation challenges; effective collaboration and communication between IT and OT; Cloud solutions for CIP data / workloads and auditing concerns; SaaS and Cloud options for major applications; and ServiceNow on-prem and other tools. 15 Pages (NV2465)

**CONFERENCE ROOM TECHNOLOGY SOLUTIONS TRANSCRIPT** NOREX Members discussed conference room monitoring and management strategies; staff dedicated to conference room management and troubleshooting; training capable users; tool experiences and recommendations; cost of conference room technology solutions; projectors vs TVs; moving away from complex-type rooms to Microsoft Teams rooms; Microsoft licensing; camera options; using Teams with non-Teams meetings; hybrid solutions; accommodating classroom meetings; microphone considerations; and large occupancy rooms. 25 Pages (NV2464)

**GOVERNMENT: CYBERSECURITY TRANSCRIPT** NOREX Members discussed significant changes to the cybersecurity program considering the current threat landscape; optimizing the organizational structure; cybersecurity priorities for leadership; AI considerations; accommodating business needs while maintaining effective security; recommended cybersecurity tools; Microsoft tools utilized; G3 M365 licensing experiences; and security frameworks. 14 Pages (NV2463)

**MOBILE DEVICE MANAGEMENT TRANSCRIPT** NOREX Members discussed business control of BYOD if used for company resources; best practices for maintaining data access on mobile devices in a BYOD environment; mobile admins handling of outside salespeople; Apple IDs and iCloud backups; popularity of native apps; recommended MDM products and vendors; and MDM solutions currently in use. 14 Pages (NV2462)

**CLOUD PHONE SYSTEMS TRANSCRIPT** NOREX Members discussed initial cost per user for a Cloud phone system vs VoIP system; Cloud phone providers and moving from a Cisco Unified Communication Manager (CUCM) VoIP system; Teams integration (8x8 vs RingCentral vs others); direct routing vs Cloud-hosted / managed; replacing an older on-prem Mitel system; Dialpad usage; issues with Teams; Operator Connect or direct routing integration with Teams; Vonage Premier unified communications with mobility; all-in-one VoIP / chat / video / mobile solutions for call routing workflows and SMS user requirements; devices on desktop vs softphones; Kari's Law and RAY BAUM'S Act compliance with regard to Cloud Phone Systems; and data ownership and PCI considerations. 23 Pages (NV2460)

**DATA GOVERNANCE TRANSCRIPT** NOREX Members discussed how data governance is defined and does it include data quality and master data; the scope of data governance (creation to deletion); who drives data governance; critical departments included in data governance; best practices and framework to launch data governance; balancing data governance with self-service reporting; tips to get the business to see the value in data governance; tactics to push business units to take ownership of data; tools used in tracking and starting a data governance committee; handling compliance and security questionnaires asking assets to be classified with a data label; social media apps on corporate cell phones; stakeholders for data-only Change Advisory Board; and integrating disparate software solutions / single product that delivers 80% for governance. 14 Pages (NV2459)

**ENDPOINT DETECTION & RESPONSE TRANSCRIPT** NOREX Members discussed forcing endpoint health checks; running Windows Defender alongside other EDR products; managing vulnerabilities with Windows 7 and XP machines; monitoring log entries / activities to detect someone roaming the network; choosing an EDR

tool; moving from Palo XDR to the Microsoft solution; using Torri, Zluri, or Productive for SaaS discovery; and CrowdStrike vs SentinelOne. 14 Pages (NV2458)

**IT GOVERNANCE TRANSCRIPT** NOREX Members discussed defining and initiating IT Governance; lessons learned; data governance; pain points when starting IT governance; ensuring effective governance; where IT governance sits in the organization; authority to accept or reject proposed governance policies; promoting governance as a value-add; producing policies and guidelines; governing “citizen development”; governance tools; and securing vulnerable legacy systems. 18 Pages (NV2457)

**DATA ANALYTICS / BUSINESS INTELLIGENCE TRANSCRIPT** NOREX Members discussed challenges with Data Analytics and Business Intelligence; dedicated teams to manage DA / BI; tooling in use; Azure Analysis and Synapse analytics; third-party connectors; Cloud vs on-prem vs hybrid environments; leveraging Cloud computing resources to improve data modeling and processing times; implementing a Master Data Management solution; Machine Learning deployments; enabling self-service capabilities; data quality; and measuring the effectiveness of DA / BI systems. 20 Pages (NV2456)

**PRIVILEGED ACCESS MANAGEMENT TRANSCRIPT** NOREX Members discussed responsibility for managing and maintaining privileged accounts; consolidating PAM responsibilities into a centralized program or federating them amongst different teams; implementing PAM into an IAM program; process to identify roles and entitlement taxonomy to be used by PAM; how often to review PAM in a given year; frequency of auditing role-based access management; Information Governance Administration (IGA) as an alternative or augmentation to traditional PAM systems; ensuring compliance with access policies; products and tools used to manage privileged access; PAM solutions for small organizations; password vaults; and KPI and KRI reporting. 20 Pages (NV2454)

**BACKUP / RECOVERY TRANSCRIPT** NOREX Members discussed tools used for backup / recovery; issues getting Veeam backups on tape; backing up to the Cloud; cost savings backing up to the Cloud; backup strategies; software / hardware for Linux Ubuntu servers; securing backups from ransomware attacks; testing recovery environments after daily backup; people responsible for overseeing backup / recovery; use of an MSP to perform backups; Recovery Point Objective (RPO) and Recovery Time Objective (RTO); cyber recovery / vault to protect against ransomware; and exercising / updating the cyberattack incident playbook. 17 Pages (NV2453)

**ENTERPRISE ARCHITECTURE TRANSCRIPT** NOREX Members discussed Enterprise Architecture maturity; where the Enterprise Architecture team exists in the organization; governance roles and processes EA owns; executive sponsorship of the EA team; introducing EA with a slow approach; an agile approach to defining and implementing an EA; how smaller groups should handle EA; tools and software recommendations for Enterprise Architecture Management; and developing an MDM solution to incorporate in an existing EA design. 15 Pages (NV2450)

**SD-WAN TRANSCRIPT** NOREX Members discussed SD-WAN vs traditional WAN; pitfalls and costs of deploying SD-WAN; best SD-WAN solutions; replacing virtual SonicWall appliances at locations with Fortinet devices; performance SLAs in use; managing your own SD-WAN equipment vs using a managed services approach; pros / cons of using single vendor for all networks vs using a standalone SD-WAN next to the big-name network solutions; using SD-WAN to connect to Cloud service providers; using IPsec tunnels; managing multiple carriers; and using SD-WAN to provide communications for SCADA systems. 20 Pages (NV2448)

**HEALTHCARE INDUSTRY IT SECURITY TRANSCRIPT** NOREX Members discussed when risk outweighs an operational mandate; managing comprehensive security; successful tool and processes for centralized or almost-centralized security management; state of cybersecurity infrastructure; routine tests to measure cybersecurity readiness; managing outside access requests such as VPN connections, vendor contract workers, etc.; Cloud-hosted EMRs; responding to natural disasters or other emergencies; and best practices for recruiting and retaining talent. 14 Pages (NV2447)

**RISK MANAGEMENT TRANSCRIPT** NOREX Members discussed conducting a formal risk / vulnerability assessment either in-house or by a third party; prioritizing what aspects of risk / vulnerability management are

managed in-house vs outsourced; risk management programs for small businesses; different levels of risk maintained within enterprise-risk registrars; KPIs around vulnerability management; frameworks used to ensure benchmarks to measure against; balancing risk against value delivery in an Agile Minimal Viable Product (MVP); reporting for executives, application owners, and auditors; and policy to patch zero-day, critical, high, medium, or low vulnerabilities. 16 Pages (NV2446)

**NETWORK MANAGEMENT TRANSCRIPT** NOREX Members discussed Network Management challenges and trends for 2023; utilizing a partner to monitor and manage infrastructure; internal Network Operations Center (NOC) and the KPIs leveraged to communicate NOC performance; network services metrics generated on the network systems and services; network performance and diagnostic products in use; utilizing a SEIM and whether it is managed internally or by a third party; Remote Syslog and iLO preferred to DRAC; best practices for network file sharing outside the organizations and maintaining consistent security for individual user OneDrive file sharing. 20 Pages (NV2445)

**PATCH MANAGEMENT TRANSCRIPT** NOREX Members discussed the best tools other than WSUS for patching servers and the time to report after the patch is installed; the level of automation when patching servers; automation tools for patching 3rd-party software besides SCCM; process for manually patching servers / software; enforcing or forcing workstation reboots to ensure updates and patches are applied; efficient patching and vulnerability scan frequency; VDI patching; Linux patching; Ivanti with Intune; and updating hardware drivers. 13 Pages (NV2444)

**SECURITY INITIATIVES FOR 2023 TRANSCRIPT** NOREX Members discussed quantifying cyber risk to justify investment or avoid spend; implementing a Zero Trust framework and with what vendors; changes to security environment to accommodate clients / customers sending questionnaires about security posture; MDR service and pen testing with a 3rd party; EDR vendors; GRC tools to manage change and improvement of cybersecurity controls; open source security software; and email security vendors. 19 Pages (NV2440)

**CHANGE MANAGEMENT TRANSCRIPT** NOREX Members discussed frequency to allow changes; strategy used to define change windows; intake and prioritization of change requests; Change Advisory Board (CAB); change management toolsets; integrating automated configuration change technologies to catch unauthorized changes; tracking changes in SaaS, IaaS, or PaaS configurations; security review of changes; IT Change Management integration with overall company change management process; maturing Change Management / change enablement process; and change Management in DevOps, CI / CD, and Infrastructure as Code. 20 Pages (NV2439)

**ENERGY & UTILITY INDUSTRY IT ISSUES TRANSCRIPT** NOREX Members discussed keeping up with new technology and disseminating what it means to the organization; implementing new security tools in 2023; Identity and Access Management initiatives; Microsoft Sentinel as a SIEM and SOAR; network segmentation and using Cisco's security group tags; addressing known / published vulnerabilities on networking router / switches; frequency to patch / mitigate vulnerabilities; applications for compliance requirements tracking; Cloud SaaS options for major applications; collaboration tools to work with vendors; and tracking equipment, firmware versions, and device configurations at communication sites. 14 Pages (NV2438)

**CONSTRUCTION INDUSTRY IT ISSUES TRANSCRIPT** NOREX Members discussed percentage of annual revenue spent on IT; percentage of budget allocated to IT and cybersecurity; staffing ratios; pros / cons with outsourcing support to a third party; dealing with consistent communication for "undesked" workers; internet access solutions for jobsites and remote locations; paperless onboarding with users not wanting an email address; fleet management software / services in use; Oculus VR headset and local administrator rights; asset label printers for barcodes / QR codes; structure and function of a Project Management Office for IT; and iPad programs. 19 Pages (NV2436)

**ERP STRATEGIES TRANSCRIPT** NOREX Members discussed managing ERP workload across the organization's teams; running ERP globally; on-prem vs Cloud-hosted, single vs multi-instance, regional support vs central support teams; running multiple unique ERPs and financial considerations; implementing Electronic Data Interchange (EDI); the value of implementing an EDI solution and ERP solution; Dynamics 365 ERP accessing ERP data through the Dataverse; Asset Management features of Dynamics F&O;

implementing a WMS; migrating from EBS to another ERP system; SAP ECC to SAP S/4; and keeping inventory in sync between 3PLs and the ERP. 17 Pages (NV2435)

**PASSWORD MANAGEMENT TRANSCRIPT** NOREX Members discussed NIST password guidelines; verifying users for password reset without using the last four of SSN or employee ID number; critical steps to be taken before rolling out a Password Management solution; enterprise, end-user password solutions (LastPass, 1Password, Keeper, and Dashlane); user adoption of an Enterprise Password Manager; Windows Hello for Business and Beyond Identity for passwordless authentication; utilizing an MFA security thumb key; requiring two-factor or multi-factor authentication; and secure backup strategy. 21 Pages (NV2434)

**MULTI-FACTOR AUTHENTICATION / SINGLE SIGN-ON TRANSCRIPT** NOREX Members discussed preventing MFA fatigue; minimizing the impact to registration of the users before enabling MFA; passwordless MFA configured through Microsoft Azure by conditional access; applying MFA for service accounts; handling MFA for admins; utilizing PAM solutions and if this will be a requirement for cyber insurance; white glove configuration of new laptops; startup difficulties to retrofit SSO into the existing environment; and adopting SSO for third-party accounts that employees frequently access. 19 Pages (NV2432)

**ENDPOINT DETECTION & RESPONSE TRANSCRIPT** NOREX Members discussed the platform and scope of forcing endpoint health checks; logging entries or activities to watch for to detect someone roaming the network; whether an EDR tool in use has an MDR component; types of endpoint security tools in place; moving from Cisco AMP Endpoint to Microsoft Defender Endpoint; considering Palo Alto, Microsoft, Red Canary, and other tools; CrowdStrike vs SentinelOne; SentinelOne's Rollback feature; using an USB device to block or allow policy; privacy / policy challenges with XDR (Extended Detection Response); EDR on devices traveling to China; locking down devices of terminated or remote workers; and handling unapproved software detection and removal. 27 Pages (NV2431)

**IT ASSET MANGEMENT TRANSCRIPT** NOREX Members discussed core investments for IT assets in 2023; successes in building an asset management program; resource levels dedicated to ITAM practices; key measures to tracking assets; foundational pieces needed before IT asset management is useful; successful ITAM tools; tracking software assets vs hardware assets; lessons learned implementing a software asset management solution; factors considered for on-prem vs Cloud-based software asset management solutions; experience with doing a formal software asset management process maturity assessment; managing endpoints for a 100% remote workforce; managing assets that do not have an agent installed; and pros / cons to a Managed Security Service. 24 Pages (NV2430)

**SERVICENOW TRANSCRIPT** NOREX Members discussed the reasons to select ServiceNow and moving from other toolsets; pros / cons with implementing ServiceNow; utilizing customizations within ServiceNow and experiences with customizations during system upgrades; time to implement ServiceNow; staffing model for management; end user experience via mobile usage; Configuration Management Database; Teams integration and deploying the catalog / portal to the Teams client; Employee Center; integrating ServiceNow with work-tracking systems like Azure DevOps; Software Asset Management module; ServiceNow Discovery tools; metrics to measure customer experience; and Project Management module. 28 Pages (NV2429)

**EDUCATION IT ISSUES TRANSCRIPT** NOREX Members discussed lessons learned while managing a school population that suddenly went remote; remote management tools used to patch and support checked-out equipment; changes in IT staffing needs when changing from on-prem to remote; downsizing Zoom licensing with the move back to mostly in-person classes; implementing Class for Zoom; applications used to manage phones and tablets coming onto campus; applications used to manage and push data to students' tablets; helpful and / or required security certificates; Moodle LMS and other vendors such as Canvas and D2L; airSlate / signNow over DocuSign and PandaDoc; and partnering with Coursera. 12 Pages (NV2426)

**VDI / DESKTOP AS A SERVICE (DaaS) TRANSCRIPT** NOREX Members discussed differences between Virtual Desktop Infrastructure (VDI) and Desktop as a Service (DaaS); which is better for virtualization needs; justifying the investment in DaaS because of its agility; best use cases for DaaS; moving from Windows 10 desktops to remote work and VDI; successful deployment of Azure Virtual Desktop (AVD); utilization of

VMware Horizon platform on-prem and in Azure as a hybrid configuration; utilizing Workspot DaaS; and cost analysis of DaaS vs traditional, user-device replacement schedules. 19 Pages (NV2424)

**SQL SERVER TRANSCRIPT** NOREX Members discussed current version of SQL Server in use; percentage of SQL workload in the public Cloud; drivers to move SQL workload to the Cloud; advantages / disadvantages of going fully virtual with SQL Server, one instance with many different databases and applications vs one virtual machine with different instances for each application; migrating from an iSeries to SQL Server; changing the default SQL port and / or encrypting all traffic; protecting SQL injections through websites; best practices around MS licensing compliance; and solutions for long-term, database growth reporting / trending. 16 Pages (NV2423)

**RISK & VULNERABILITY MANAGEMENT TRANSCRIPT** NOREX Members discussed conducting a formal vulnerability assessment; prioritizing which aspects of Risk / Vulnerability Management to be managed internally vs contracted out to a MSS vendor; mitigating human resources risk; reporting to executives / application owners; communicating risk to decision makers; policy to patch zero-day, critical, high, medium, or low vulnerabilities; dynamic Asset Management tools; processes used to discover and track vulnerabilities in IT systems; and measuring progress on remediating vulnerabilities. 21 Pages (NV2422)

**MANUFACTURING INDUSTRY IT ISSUES TRANSCRIPT** NOREX Members discussed the top three business-facing projects initiated this year, metrics used to measure the performance of IT, improving IT vs the manufacturing lifecycle, the work environment for IT workers, Microsoft Compliance Manager for O365, introducing user profiles, dealing with passwords, determining support group when issues could be IT or OT, segmenting BT / IT and OT Networks, barcode scanners in a HighJump environment, solutions to track employees and visitors in facilities for emergencies, and CMMS / EAM solutions. 21 Pages (NV2421)

**DISASTER RECOVERY / BUSINESS CONTINUITY TRANSCRIPT** NOREX Members discussed organizational roles, responsibilities, and accountability for DR / BC; defined standards; having DR and BC sites on-prem, Cloud, or colocation; DRaaS vendors; backup solutions such as VEEAM, Acronis, and MS Azure; strategies for having both a DR and a BC site; replication software; Oracle; established reusable patterns; incorporating DR / BC plans in architecture reviews; app tiers / categories corresponding to implementation; meeting business requirements for resiliency and performance; and testing disaster recovery plans. 24 Pages (NV2418)

**NON-PROFIT ORGANIZATION IT ISSUES TRANSCRIPT** NOREX Members discussed tools used to track clients, metrics measured to realize impact, attracting and retaining IT talent, creating a work environment to include remote and office-based staff, Records Retention Policy implementation, hardware inventory in terms of asset management for vulnerability management, steps to improve cybersecurity to comply with cyber insurance requirements, solutions to staffing the expensive role of IT Security, dealing with vendor management equipment with vulnerabilities, ERP systems in use, accounting solutions, non-profit IT developers, and help desk tools. 17 Pages (NV2417)

**HEALTHCARE INDUSTRY IT ISSUES TRANSCRIPT** NOREX Members discussed driving system utilization to improve operational efficiencies, effect of technology deployment on staff and workflows, leveraging Cloud technology, Cloud-hosted for EMRs, separate EMRs for hospitals and clinics, single-patient portals for health information in one app, leveraging APIs, recommended healthcare apps, PMO / SDLC strategies, dedicated project managers, data analytics programs, and managing comprehensive security. 24 Pages (NV2415)

**ENERGY / UTILITY INDUSTRY IT ISSUES TRANSCRIPT** NOREX Members discussed IT budget trends, applications used to track compliance requirements, tools to analyze historical meter and weather data to determine the performance of behind-the-meter load control programs, leveraging collaboration tools (MS Teams / Slack) to work with 3rd parties, vendor partners, or stakeholders, use of MS Sentinel as both a SIEM and a SOAR, network tap monitoring tools like CyberX and Darktrace, Identity and Access Management initiatives, maintaining utility-owned communications equipment, partnering with outside Incident Response Services, and capabilities in the area of RPA / Automation. 22 Pages (NV2412)

**TALENT RECRUITMENT / MANAGEMENT / RETENTION TRANSCRIPT** NOREX Members discussed top-shelf benefits today's IT candidates expect, strategies implemented to retain current talent, challenges with pushing IT employees to return to the office, available hybrid / work-from-home / in-office options, creating bonus programs, targeting and hiring talent that is a cultural fit and has the required skill set, measuring technical knowledge vs what is listed on a resume, questions candidates ask about the hiring organization, promoting employee engagement, and creating a team atmosphere when many employees continue to work remotely. 18 Pages (NV2411)

**RUSSIA-UKRAINE IMPACT ON CYBERSECURITY TRANSCRIPT** NOREX Members discussed trusting the resiliency of government and infrastructure security, increase in security metrics due to the war, measuring the risk impact of this event, determining dependencies and risks with overseas vendors, important steps of system hardening, email security vendors, utilizing threat intelligence effectively, preparing executives for worst-case scenarios, HoneyPot as a security measure, supply chain attacks, securing Operational Technology environments, and the evaluation and address of risks from ransomware. 22 Pages (NV2410)

**CONSTRUCTION INDUSTRY IT ISSUES TRANSCRIPT** NOREX Members discussed PMO for IT, challenges with finding and retaining IT talent, internal vs outsourced onsite technical support, 5G connectivity, equipment used besides individual phones / tablets, WebDAV, WordPress for intranet, utilizing interactive, large-format displays such as the Dell 55" on jobsites, and security cameras used onsite. 21 Pages (NV2408)

**HELP DESK / SERVICE DESK TRANSCRIPT** NOREX Members discussed outsourcing vs insourcing the Service Desk function, IT Service Providers, tracking and reporting key metrics / KPIs, response and resolution targets for Incident Ticket severity levels, the role of the individual answering incoming calls to the Help Desk, the structure of the Help Desk team, best practices for SLAs on Level 2 & Level 3 service requests, dealing with inappropriate escalations, Tier 1 staff engagement, training and professional development, VDI, and Self-Service. 32 Pages (NV2407)

**NETWORK MANAGEMENT / MONITORING / REFRESHES TRANSCRIPT** NOREX Members discussed network management trends for 2022, the frequency to push out configuration changes, improvements to network monitoring to increase cybersecurity, partnering to monitor and manage infrastructure monitoring, network performance and diagnostic products in use, toolsets used to assess and monitor network capacity, network monitoring solutions for remote access, open source network management solutions, KRI / KPI metrics, and migrating business applications and data to a hybrid Cloud environment. 21 Pages (NV2404)

**IAM: MANAGING IDENTITIES & PROVISIONING TRANSCRIPT** NOREX Members discussed lessons learned from implementing an IAM solution, the source of truth for employee information and identity, tools used on MFA privileged accounts, tools for account provisioning for Active Directory / Hybrid 365, IAM tools in use to manage user accounts, staff resources devoted to IAM, and Access Reviews / Certifications. 16 Pages (NV2405)

**TRANSPORTATION INDUSTRY IT ISSUES TRANSCRIPT** NOREX Members discussed the shortage of drivers, issues with finding and retaining IT workers, addressing cybersecurity risk, types of digital investments being made, managing the 3G February / March sunset dates and asset tracking, implementing Snowflake for a data warehouse solution using Azure Data Factory for ELT / ETL, solutions for source control, data dictionary, glossary of terms while following DevOps best practices, and increased infrastructure and maintenance costs. 16 Pages (NV2403)

**SECURITY INITIATIVES FOR 2022 TRANSCRIPT** NOREX Members discussed the percentage of the IT budget directed to InfoSec, cyber insurance, top 3 security initiatives, implementing a governance framework for accepting risk, GRC tools, best practices to apply security patches on Windows OS, automating / outsourcing cybersecurity processes, MDR services and pen testing, successful tools to protect from malicious web links and sites, VPN requirements, EDR / AI scanners, security strategies, and providing security dashboards to company officers. 28 Pages (NV2401)

**IAM: AUTHENTICATION & SECURITY TRANSCRIPT** NOREX Members discussed how best to start an IAM implementation, timeframe of implementation, major issues encountered / lessons learned, products commonly

assessed and selected, Data Loss Prevention (DLP) and Information Rights Management (IRM) tools in Office 365, desktop / Windows-installed solutions for MFA, implementing MFA for on-prem AD, MFA products recommended for remote access to network, adopting a zero trust model, and staffing to manage the IAM solution implemented. 23 Pages (NV2400)

**HOSTED ERP SOLUTIONS TRANSCRIPT** NOREX Members discussed whether shifting to the Cloud is the right move when an organization is primarily on-prem, integrating Cloud applications with an ERP, utilizing Boomi as an integration Platform as a Service (iPaaS), value-add with an external PM to help push ERP implementation, security concerns with sensitive data on someone else's Cloud, using Microsoft Dynamics Business Central, Oracle R12.2.5 on-prem and moving to Oracle Cloud, and utilizing a Cloud-based ERP for operations in China / South Korea. 17 Pages (NV2398)

**MULTI-FACTOR AUTHENTICATION / SINGLE SIGN-ON TRANSCRIPT** NOREX Members discussed struggles setting up users with MFA, conditional access policies, minimizing the impact to registration of the users before enabling 2FA / MFA, experiences implementing Duo 2FA, passwordless MFA configured through Microsoft Azure, integrating with Remote Desktop Connection to servers and / or Terminal Server, MFA products for remote access to network (VPN / RDP) and local login, adopting Single Sign-On for 3rd-party accounts, and pain points with implementing OKTA for MFA and SSO. 19 Pages (NV2396)

**HEALTHCARE INDUSTRY IT ISSUES TRANSCRIPT** NOREX Members discussed selling IT as business value, techniques to assure IT is part of Clinical Operations future planning, IT as the unofficial project management department, IT salary comparisons, leveraging Cures Act Interoperability and planning for the Transparency and No Surprises Act, cybersecurity metrics for board presentation, HIPPA compliance, and data retention policies. 17 Pages (NV2395)

**PATCH MANAGEMENT TRANSCRIPT** NOREX Members discussed efficient patching and vulnerability scan frequency, maintenance window downtime, patch management for servers needed for production environments that have zero downtime, patch management on company desktops / laptops for remote users, time to delay patching before forcing the user, Linux patch automation, software tools to manage patching process, open source patch management for Windows, logging changes for monthly workstation patching, and processes used to evaluate patches from vendors. 27 Pages (NV2394)

**CYBERSECURITY TRANSCRIPT** NOREX Members discussed how best to prepare for a ransomware attack, steps to take when hit, security teams reporting risk, incident response plans, managing vulnerabilities, best ways to combat phishing and malware attacks, KnowBe4 for cybersecurity and phishing awareness platform, training, Cybersecurity Awareness Month to raise awareness, Microsoft Defender vs Symantec / Norton, endpoint protection, evolution of threats in work-from-home models, and security threats in the Cloud. 31 Pages (NV2392)

**PROJECT MANAGEMENT / PMO TRANSCRIPT** NOREX Members discussed the value a PMO returns to the business, the value of a PMO in a functional environment, introducing a PMO to an organization that is historically managed in silos, measuring success of a PMO for Agile Projects, the pros and cons of Waterfall vs. Agile, assigning projects, work intake process for smaller projects, tools to keep track of the lifecycle, documentation requirements for SDLC, the number of teams for Scrum Masters, and practicing Kanban. 23 Pages (NV2391)

**SD-WAN TRANSCRIPT** NOREX Members discussed drivers to SD-WAN, reliability of their solution, negative experiences when implementing SD-WAN, recommendations for design and deployment, solutions evaluated for SD-WAN, utilizing providers with their own backbone vs. providers like CATO and Velo, access to all internet / Cloud services routed through NGFWaaS, and use of a managed service provider for SD-WAN. 22 Pages (NV2389)

**FOOD & BEVERAGE MANUFACTURING: IT SECURITY TRANSCRIPT** NOREX Members discussed recommended IT Security initiatives, cybersecurity insurance and renewals, segregation of the IT network, communication to the outside world from the OT network, solutions used for 2FA on VPN connections, Artic Wolf, Red Canary, and documented recovery and response plans. 15 Pages (NV2386)

**POST-COVID HYBRID WORK STRATEGIES TRANSCRIPT** NOREX Members discussed how best to manage a hybrid work environment, provisions for home offices, hardware support and budget, internet connectivity issues, cash allowances and potential legal concerns, achieving equity amongst in-office and at-home staff, best tools for building out conference rooms, and security. 30 Pages (NV2385)

**POWER BI TRANSCRIPT** NOREX Members discussed getting started with Power BI, experiences with building and executing, visualization services, mining capabilities, dashboard viewing, licensing agreements, backup and recovery strategies, deliverables, and alternative products. 15 Pages (NV2383)

**RANSOMWARE TRANSCRIPT** NOREX Members discussed Ransomware attacks and what to do once infected, restoring LAN shares and rebuilding workstations, warnings against paying ransom, counter measures and mitigation, backups and patching, cybercriminal activity detection, MDR vs. MSSP, endpoint protection, and the use of an MDM application. 30 Pages (NV2381)

**DISASTER RECOVERY / BUSINESS CONTINUITY TRANSCRIPT** NOREX Members discussed best practices conducting Business Impact Analysis, addressing cyber-resilience for DR and BC, determining appropriate recovery time objectives and recovery point objectives, testing and training users, testing disaster recovery plans, and the use of vendors for DR. 16 Pages (NV2379)

**MANAGING PRIVACY REGULATIONS TRANSCRIPT** NOREX Members discussed best practices to manage privacy regulations, assigning internal accountability / responsibility, defining private data, vendor contract review and protection assurance, utilizing a blockchain to enhance security integrity, and user education of and adherence to privacy policies. 16 Pages (NV2376)

**CONSTRUCTION INDUSTRY: IT PROJECT MANAGEMENT TRANSCRIPT** NOREX Members discussed how best to elevate the presence of IT project management in the Construction Industry, community of practice standardization, master service integrators, Construction Management software, credential harvesting, and security. 14 Pages (NV2375)

**SECURITY FRAMEWORKS TRANSCRIPT** NOREX Members discussed the hierarchy of security frameworks; most commonly used frameworks; categorization of control, platform, and risk frameworks; and active threat hunting. 14 Pages (NV2374)

**GLOBAL IT ISSUES TRANSCRIPT** NOREX Members discussed the biggest issues they and their organizations are facing with a global footprint in today's business climate. The expectations with employees able to return to the office, IT talent recruiting and hiring internationally, standardization of processes, cybersecurity, procuring equipment globally, keyboard sourcing, and in-country IT support were challenges shared by all Member participants. 17 Pages (NV2371)

**MICROSOFT TEAMS BEST PRACTICES TRANSCRIPT** NOREX Members discussed the implementation of Microsoft Teams within an organization, Teams' members as part of the infrastructure or collaboration teams, the use of the exploratory license program, promoting adoption and usage of the platform, and VoIP integrations. 49 Pages (NV2369)

**CLOUD-BASED STORAGE TRANSCRIPT** NOREX Members discussed the lessons learned, and difficulties experienced, when transitioning from on-prem storage to Cloud. The discussion covered the pros and cons of various Cloud platforms, security, policy and practices, and the dangers of accessibility. 17 Pages (NV2368)

**DATA LOSS PREVENTION TRANSCRIPT** NOREX Members shared strategies, policies, and solutions to prevent sensitive or critical information from leaving the corporate network. 21 Pages (NV2366)

**HYPERCONVERGED INFRASTRUCTURE TRANSCRIPT** NOREX members share experiences adopting a Hyperconverged Infrastructure including performance expectations, vendor options, and back-up strategies during this April 2021 Session. 16 Pages (NV2365)



**IT CHANGE MANAGEMENT TRANSCRIPT** NOREX members discuss IT Change Management processes including recommended tools, governance approaches and communication protocols during this April 2021 session. 25 Pages (NV2363)

**RISK MANAGEMENT TRANSCRIPT** NOREX members share strategies for identifying, managing and reporting risks during this February 2021 session. 21 Pages (NV2358)

**SECURITY INITIATIVES FOR 2021 TRANSCRIPT** NOREX members share 2021 IT security plans including budgets, initiatives and tools during this January 2021 session. 34 Pages (NV2354)

**PATCH MANAGEMENT TRANSCRIPT** Member organizations share knowledge and many best practices / experiences regarding all aspects of patch management during this January 2021 Session. Several patching tools, poll results, and a lively chat section is included. 26 Pages (NV2352)

**PLANNING FOR 2021 TRANSCRIPT** NOREX members share their expectations for IT budgets, staffing levels, security initiatives, user support trends and other 2021 issues during this December 2020 session. 19 Pages (NV2351)

**MULTI-FACTOR AUTHENTICATION, SINGLE SIGN-ON, AND PASSWORD MANAGEMENT TRANSCRIPT** Members participate in a vigorous password management, SSO, and MFA discussion in December, 2020. Several products, links, polls, and experiences / strategies surrounding this important area of IT security are included. 21 Pages (NV2348)

**BACKUP / RECOVERY TRANSCRIPT** Assuring that lost data can be accessed is a key factor to assuring businesses run smoothly. This discussion on this important task includes strong conversations around Veeam as a tool and its role in backing up Exchange. 10 Pages (NV2344)

**ANTIVIRUS AND FIREWALLS TRANSCRIPT** In October 2020, organizations review antivirus and firewall standards, tool recommendations, potential new approaches / strategies regarding mobile device and the “new normal” of an increased remote workforce. A variety of polls are included. 18 Pages (NV2343)

**ENDPOINT SECURITY TRANSCRIPT** NOREX members discussed different Endpoint Protection and Endpoint Detection & Response tools and strategies during this September, 2020 Session. Significant takeaways include the widespread use of SentinelOne, and the idea of using an analytics tool to analyze data generated by an EDR, rather than personnel. 15 Pages (NV2340)

**MANAGING AND MONITORING REMOTE TEAMS TRANSCRIPT** NOREX Members share policies, procedures and tools for managing and monitoring remote workers during this August 2020 Session. 20 Pages (NV2339)

**BI / DATA ANALYTICS TRANSCRIPT** NOREX Members discuss Business Intelligence and Analytics processes and tools during this August 2020 Session. 19 Pages (NV2337)

**SECURITY: MOBILE DEVICES TRANSCRIPT** In August 2020, organizations discuss strategies and solutions used to address mobile device security. Several polls are included. 11 Pages (NV2334)

**BUDGETING / COST SAVING MEASURES TRANSCRIPT** NOREX member discuss 2021 budget strategies and forecast in July 2021. Several polls and discussion on the COVID-19 impact on both decreased and increased spending is included. 17 Pages (NV2333)

**CYBERSECURITY TRANSCRIPT** NOREX Members share cybersecurity best practices and tool recommendations during this July 2020 Session. 19 Pages (NV2331)

**SUPPORTING PARTIAL OFFICE AND WORK FROM HOME TRANSCRIPT** NOREX Members organizations compare strategies and experiences in managing / preparing for the look of the future office during this June 2020 session. 21 Pages (NV2328)

**AZURE / AWS / GOOGLE ENTERPRISE CLOUD USAGE TRANSCRIPT** NOREX Members discuss the usage of Microsoft, Amazon and Google cloud services during this June 2020 Session. 20 Pages (NV2325)

**SECURITY COMPLIANCE ISSUES TRANSCRIPT** NOREX Members strategize and discuss a variety of security compliance best practices, technologies, lessons learned and more during this June 2020 Session. 21 Pages (NV2324)

**ASSET MANAGEMENT / PROCUREMENT FOLLOWING COVID-19 TRANSCRIPT** NOREX Members discuss ITAM strategies and tools in light of the COVID-19 Pandemic during this May 2020 Session. 20 Pages (NV2323)

**COVID-19: BRINGING WORKFORCE BACK TRANSCRIPT** Organizations are currently working on how and when to move staff back to the office after the COVID-19 pandemic shutdown. Among the decisions to be made are whether to return the full or partial staff to the office. During this Session, NOREX Members and guests discussed options, resources, and lessons learned regarding equipment returns, social distancing in the office, government requirements and guidelines, stipends for employees, work prioritization, remote work tools, sanitizing, restrictions, and temperature scanning in the workplace. This transcript includes discussion about keeping the workforce safe after returning to the office, as well as a robust chat log conversation. 53 Pages (NV2321)

**PATCH MANAGEMENT TRANSCRIPT** During this session, NOREX Members and guests discussed patch management automation, delays, tools, scheduling, solutions, and patch frequency. 16 Pages (NV2317)

**CLOUD FIRST APPROACH / STRATEGY TRANSCRIPT** From key factors that drive usage to the cloud, adoption, moving existing applications, security measures, agnostic vs. native, the cloud Center of Excellence, and more are covered in this April, 2020 discussion. Polls and member chats are included. 28 Pages (NV2316)

**COVID-19 PANDEMIC: RESPONSE, LESSONS LEARNED, WHAT'S NEXT? TRANSCRIPT** Members discuss how the organization has responded to the impact to the pandemic crisis. Lessons learned on supporting WFH from a technical, hardware, security and team engagement / collaboration, and what is next perspective are shared. Polls, links, and a lively chat section are included in this April, 2020 transcript. 28 Pages (NV2315)

**PCI TRANSCRIPT** Members take a fresh look at all regulation, protection, and processes required to meet PCI data security standards (DSS) during this March, 2020 Session. 13 Pages (NV2314)

**PREPARATION FOR A REMOTE WORKFORCE TRANSCRIPT** With the onset of COVID-19 and the need for distancing, aggressive remote workforce processes are in place for most NOREX Member organizations. NOREX hosted this discussion on March 17, 2020 with over 200 participants. This transcript includes a very active chat log conversation, results from polls taken, and the takeaways we received from those who completed an evaluation. 48 Pages (NV2313)

**CHANGE MANAGEMENT TRANSCRIPT** NOREX hosted this Change Management discussion in March, 2020 with 60+ Members discussing new change management practices and trends as many embrace agile, lean, digital adoption and more. 17 Pages (NV2311)

**ENDPOINT DETECTION / PREVENTION / RESPONSE TRANSCRIPT** Member organizations discuss Endpoint Detection / Prevention / Response during this March, 2020 Session. Several polls and a variety of products / solutions in use are included. 19 Pages (NV2310)

**EMPLOYEE ONBOARD / OFFBOARD IT ISSUES TRANSCRIPT** What is the corporate lead time to set up new accounts? Who is responsible for opening onboarding tickets; training; off boarding best practices and the solutions / tools to assist with automation are included in this discussion. Polls, a lively chat and BYOD / MDM best practices are included in this March 2020 transcript. 30 Pages (NV2309)

**2020 IT SECURITY INITIATIVES TRANSCRIPT** What are member organizations top IT security initiatives for 2020? This January 2020 discussion is packed with security plans, strategies, polls, links to solutions / tools, a lively chat section, and much more. 27 Pages (NV2303)

**DISASTER RECOVERY / BUSINESS CONTINUITY TRANSCRIPT** This December 2019 discussion begins with best practices in conducting the Business Impact Analysis (BIA) and continues with a variety of DR and BC topics, solutions, polls, chats, and more. 17 Pages (NV2301)

**WINDOWS 7 TO 10 UPGRADE TRANSCRIPT** NOREX Members discuss experiences and recommendations for the move from Windows 7 to Windows 10 during this November 2019 Session. 14 Pages (NV2300)

**INCIDENT MANAGEMENT TRANSCRIPT** NOREX Members dedicate this November 2019 session to the processes, tools, best practices and general experiences with incident management. 15 Pages (NV2299)

**PATCH MANAGEMENT TRANSCRIPT** NOREX Members share their patching schedules for routine and critical system patching and discuss tools used for applying patches during this November 2019 Session. 15 Pages (NV2298)

**ISO 27001 AND SOC COMPLIANCE TRANSCRIPT** Small group discussion among 6 member companies to exchange information, solutions, and best practice around ISO 27001, SOC2, and other security-related compliance / certification. 18 Pages (NV2293)

**SECURE CODING AND TESTING TRANSCRIPT** NOREX members discuss the procedures and tools recommended to ensure secure application development during this October 2019 Session. 17 Pages (NV2292)

**ANTIVIRUS FILTERS AND FIREWALLS TRANSCRIPT** In October 2019, participants inquire and share their experiences and research on anti-virus filtering and firewall tools. Several polls identify trends, opinions and strategies to combat spam and virus infection. 21 Pages (NV2291)

**ENTERPRISE STORAGE SOLUTIONS TRANSCRIPT** NOREX members discuss current storage trends including usage of flash, cloud options, modern data protection, automation and artificial intelligence during this September 2019 Session. 10 Pages (NV2289)

**VULNERABILITY MANAGEMENT TRANSCRIPT** NOREX members share recommendations on processes and tools to manage IT vulnerabilities and risks during this September 2019 Session. 20 Pages (NV2288)

**DOCUMENT MANAGEMENT TRANSCRIPT** NOREX members share experiences selecting, implementing and managing Document Management systems during this September 2019 Session. 18 Pages (NV2286)

**MULTI-FACTOR AUTHENTICATION AND SINGLE SIGN-ON TRANSCRIPT** NOREX members share recommendations for the adoption of MFA and SSO processes and tools during this August 2019 Session. 22 Pages (NV2285)

**DATA GOVERNANCE / GDPR / US PRIVACY LAWS TRANSCRIPT** NOREX members share recommendations on achieving compliance with various privacy regulations during this August 2019 Session. 25 Pages (NV2283)

**IT ISSUES SPECIFIC TO THE EDUCATION INDUSTRY** NOREX participants discuss Higher Education issues, strategies and products used during this August 2019 session. 11 Pages (NV2282)

**CYBERSECURITY TRANSCRIPT** This August, 2019 discussion is filled with member best practices, product experiences, and lessons learned on all aspects of cybersecurity. Several polls are included. 24 Pages (NV2281)

**PRIVILEGED ACCESS MANAGEMENT TRANSCRIPT** NOREX members discuss the implementation and of Privileged Access Management procedures and tools during this July 2019 Session. 14 Pages (NV2278)

**O365 NEW FEATURES / INITIATIVES TRANSCRIPT** Members share experiences with the implementation of various Microsoft Office 365 services and features including Power BI, SharePoint, Skype for Business and Teams during this June 2019 Session. 32 Pages (NV2275)

**BUSINESS INTELLIGENCE TRANSCRIPT** Members share recommendations on starting a BI practice and experiences with various BI tools during this June 2019 Session. 21 Pages (NV2274)

**SECURITY FRAMEWORKS TRANSCRIPT** NOREX members discuss procedures and strategies regarding Security Frameworks during this May 2019 session. 19 Pages (NV2272)

**BACKUP / RECOVERY TRANSCRIPT** Members share experiences with the leading backup and recovery tools during this May 2019 Session. 12 Pages (NV2270)

**NETWORK PERFORMANCE AND CAPACITY PLANNING TRANSCRIPT** Members discuss strategies for improving network performance with an emphasis on proprietary and open source monitoring tools during this April 2019 Session. 21 Pages (NV2265)

**DISASTER RECOVERY TRANSCRIPT** Topics of this March 2019 session include recovery approaches such as on-prem vs. DR-as-a-Service, backup and recovery tools, testing strategies and Business Continuity considerations. 20 Pages (NV2264)

**DATA LOSS PREVENTION (DLP) TRANSCRIPT** Getting started with DLP, DLP attributes, solutions used, cloud impact, data classification, and more are discussed during this March 2019 Session. 17 Pages (NV2263)

**MANAGING PRIVACY REGULATIONS TRANSCRIPT** NOREX members share strategies for complying with various privacy regulations such as GDPR and CCPA during this March 2019 Session. 15 Pages (NV2261)

**GLOBAL IT ISSUES TRANSCRIPT** NOREX members share strategies and solutions used to support technologies globally during this February 2019 Session. 13 Pages (NV2260)

**ENDPOINT SECURITY TRANSCRIPT** NOREX members discuss procedures and tools used in endpoint security during this February 2019 session. 22 Pages (NV2258)

**IT GOVERNANCE TRANSCRIPT** NOREX members share recommendations for the establishment and management of an effective IT Governance practice during this January 2019 session. 11 Pages (NV2256)

**SECURITY INITIATIVES FOR 2019 TRANSCRIPT** This January, 2019 security discussion covers a wide range of member security initiatives planned for this year and/or already implemented. Many links, polls and multiple chat discussions are included. 33 Pages (NV2253)

**QUICK POLL RESULTS: CYBERSECURITY** In September 2023, 132 NOREX Member organizations responded to a Cybersecurity poll. Questions included where cybersecurity resides, framework, regulatory & compliance standards, anticipated 2024 budget and staffing, cyber insurance, security awareness training modules, and passwordless status. 6 Pages (NP2480)

**QUICK POLL RESULTS: IT STAFFING & BUDGETING 2023** In August 2023, 152 NOREX Member organizations responded to an IT staffing & budgeting poll. Questions included IT staff size, cybersecurity IT staff size, end users supported, and IT staff, salary, and budget projections for 2024. 8 Pages (NP2428)

**SELECT: GENERATIVE AI TRANSCRIPT** NOREX Select Members from Fortune / Forbes 1000 organizations discussed integrating AI / LLMs into IT strategies; use cases and governance; justifying cost of internal models; intellectual property issues; securing AI; validating vendor-generated AI results; training teams; hosting internal instances of AI; and switching AI workloads to on-prem data centers. 14 Pages (NS254)

**SELECT: SERVICENOW TRANSCRIPT** NOREX Select Members from Fortune / Forbes 1000 organizations discussed module usage; managing and communicating features and releases; staffing requirements; customization impact; requests requiring multiple organizational pillars; APM considerations; CMDB and CSDM interaction; usage of Automated Test Framework; Release Management Module; use of the employee portal; integration with Microsoft Teams; data extraction tips; usage of archive function; incident response functionality; backup options; ServiceNow Impact Squad; and citizen development implementation. 19 Pages (NS253)

**SELECT: RISK & VULNERABILITY MANAGEMENT** NOREX Select Members from Fortune / Forbes 1000 organizations discussed including SLAs in a strategic approach; prioritizing vulnerabilities; tracking tools; identifying shadow IT; measuring program effectiveness; internal communication; emerging threats; and communicating risk to senior management. 12 Pages (NS250)

**SELECT: MANAGING TECHNICAL DEBT TRANSCRIPT** NOREX Select Members from Fortune / Forbes 1000 organizations discussed the definition, management, and communication of technical debt; how to identify, surface, and prioritize TD; risk as an assessment; using employee retention as leverage; management in the Cloud vs on-prem; IT in the enterprise hierarchy; and balancing TD and product development. 15 Pages (NS247)

**SELECT: MANAGING SHADOW IT TRANSCRIPT** NOREX Select Members from Fortune / Forbes 1000 organizations discussed root causes for shadow IT; the balance between “lock down” and “user friendly”; having policies and programs overruled; incorporating shadow IT into enterprise IT management; tools for detection and visibility; moving from monitoring to enforcement; and WhatsApp. 13 Pages (NS245)

**SELECT: SECURITY INCIDENT RESPONSE TRANSCRIPT** NOREX Select Members from Fortune / Forbes 1000 organizations discussed developing an incident response plan; incident communication tips; tabletop exercise recommendations; usage of an incident response service provider; business continuity tool recommendations; post-breach activity; third-party security monitoring; and incident response playbooks. 13 Pages (NS243)

**SELECT: APPLICATION MANAGEMENT TRANSCRIPT** NOREX Select Members from Fortune / Forbes 1000 organizations discussed developing a business application catalog: the use of ServiceNow; application tracking and data synchronization; automating processes; user education on the latest apps, tools, and features available for use; identifying a source of truth; asset management; and outsourcing asset management. 11 Pages (NS242)

**SELECT: BUSINESS RESILIENCY TRANSCRIPT** NOREX Select Members from Fortune / Forbes 1000 organizations discussed business continuity vs business resiliency; business resiliency framework; escalating incident response to crisis management; value of business continuity to organization in post-COVID world; guiding principles regarding manufacturing autonomy and resiliency; hybrid / remote work affecting alternate site strategy; and storing DR documented processes / runbooks so they are easily accessed during an event. 15 Pages (NS240)

**SELECT: CHANGE MANAGEMENT TRANSCRIPT** NOREX Select Members from Fortune / Forbes 1000 organizations discussed Change Management best practices and initiatives; who in IT can submit standard changes; implementing a continuous-release or release-on-demand process; documenting UAT and PIT test completion with evidence using ServiceNow; incorporating Cloud into Change Management policies and procedures; system-based approvals; Change Manager or coordinator closing change requests; risk calculation scoring; combining infrastructure and application teams; and security review of changes. 19 Pages (NS239)

**SELECT: IT GOVERNANCE TRANSCRIPT** NOREX Select Members from Fortune / Forbes 1000 organizations discussed initiating a governance process; the scope of IT Governance; defining IT Governance; decision makers and how decisions are made; establishing governance standards; IT Governance tools;

Change Management considerations; maintaining process; and dealing with a less-rigid planning cycle. 13 Pages (NS238)

**SELECT: EVERYTHING AS A SERVICE (XaaS) TRANSCRIPT** NOREX Select Members from Fortune / Forbes 1000 organizations discussed drivers leading to the decision to move to an “as a service” model, key benefits realized from XaaS, XaaS governance, and who has the authority to purchase XaaS, ISP, or WLAN cost increases. They also discussed the impact on network and connectivity vs traditional DCs when moving workload to the Cloud. 15 Pages (NS228)

**SELECT: ENDPOINT SECURITY TRANSCRIPT** NOREX Select Members from Fortune / Forbes 1000 organizations discussed endpoint security initiatives, best practices, lessons learned, locking down devices on terminated remote workers and vendors, BYOD endpoint protection, solution management, endpoint security tools, and User Entity Behavioral Analytics. 22 Pages (NS215)

**QUICK POLL RESULTS: SIEM** In July 2021, 114 NOREX Member organizations responded to a poll regarding Security Information and Event Management which provides organizations with next-generation detection, analytics and response. Questions were based on SIEM / Log Management and endpoint security solutions. 2 Pages (NP2384)

**QUICK POLL RESULTS: ELECTRONIC COMMUNICATION RETENTION** In April 2021, 103 NOREX Member organizations responded to a poll regarding electronic communication retention. Questions were based on standard retention policies for email, instant messaging / chat, text messaging, video / audio recording, and also included retention tools being used. 2 Pages (NP2370)

**QUICK POLL RESULTS: SIMULATED PHISHING TESTS** In March 2020, nearly 200 NOREX members responded to a poll on simulated phishing test practices. Questions covered frequency and click rate of phishing tests and tools used. Key comments were given on what is done after repeated failed tests and effectiveness of security awareness training. 15 Pages (NP2312)

**QUICK POLL RESULTS: WORK-FROM-HOME TRENDS** In October 2019, 200 NOREX members responded to a poll on Work-from-Home Trends. Questions covered organization’s practices and policies on employees working from home. Key comments were given on what IT positions were allowed to work from home, when is it offered, what support employees receive and what benefits and negatives are seen from staff working from home. 14 Pages (NP2297)

**QUICK POLL RESULTS: TECHNOLOGY & BUDGET TRENDS 2019** Member organizations participated in our Technology & Budget Trends poll in December 2018. This poll includes deployment plans, technology plans, cloud solutions, desktops/laptops, IT staffing/salaries, new technologies or applications implemented in 2018 and projects planned for 2019. 12 Pages (NP2252)

**GOVERNMENT: MS365 ADOPTION TRANSCRIPT** NOREX Members from Government agencies share strategies on the adoption of Microsoft’s M365 licensing program during this October 2020 session. 19 Pages (GSP100)

**GOVERNMENT: REGULATORY COMPLIANCE TRANSCRIPT** NOREX Government members share their experiences with regulatory compliance during this June 2019 session. 10 Pages (GSP099)

**IT TRENDS 2023 Q4** IT Trends is a collection of the NOREX Member input captured in the fourth quarter of 2023 from NOREX event polls. The IT professionals who make up NOREX realize the benefits of no-vendor bias when analyzing IT polls and trends. 25 Pages (DT2023-4)

**IT TRENDS 2023 Q3** IT Trends is a collection of the NOREX Member input captured in the third quarter of 2023 from NOREX event polls. The IT professionals who make up NOREX realize the benefits of no-vendor bias when analyzing IT polls and trends. 22 Pages (DT2023-3)

**IT TRENDS 2023 Q2** IT Trends is a collection of the NOREX Member input captured in the second quarter of 2023 from NOREX event polls. The IT professionals who make up NOREX realize the benefits of no-vendor bias when analyzing IT polls and trends. 36 Pages (DT2023-2)

**IT TRENDS 2023 Q1** IT Trends is a collection of the NOREX Member input captured in the first quarter of 2023 from NOREX event polls. The IT professionals who make up NOREX realize the benefits of no-vendor bias when analyzing IT polls and trends. 45 Pages (DT2023-1)

**IT TRENDS 2022 Q4** IT Trends is a collection of the NOREX Member input captured in the fourth quarter of 2022 from NOREX event polls. The IT professionals who make up NOREX realize the benefits of no-vendor bias when analyzing IT polls and trends. 37 Pages (DT2022-4)

**IT TRENDS 2022 Q3** IT Trends is a collection of the NOREX Member input captured in the third quarter of 2022 from NOREX event polls. The IT professionals who make up NOREX realize the benefits of no-vendor bias when analyzing IT polls and trends. 44 Pages (DT2022-3)

**IT TRENDS 2022 Q2** IT Trends is a collection of the NOREX Member input captured in the second quarter of 2022 from NOREX event polls. The IT professionals who make up NOREX realize the benefits of no-vendor bias when analyzing IT polls and trends. 43 Pages (DT2022-2)

**IT TRENDS: 2022 Q1** IT Trends is a collection of the NOREX Member input captured in the first quarter of 2022 from NOREX event polls. The IT professionals who make up NOREX realize the benefits of no-vendor bias when analyzing IT polls and trends. 57 Pages (DT2022-1)

**IT TRENDS: 2021 Q4** IT Trends is a collection of the NOREX Member input captured in the fourth quarter of 2021 from NOREX event polls. The IT professionals who make up NOREX realize the benefits of no-vendor bias when analyzing IT polls and trends. 44 Pages (DT2021-4)

**IT TRENDS: 2021 Q3** IT Trends is a collection of the NOREX Member input captured in the third quarter of 2021 from NOREX event polls. The IT professionals who make up NOREX realize the benefits of no-vendor bias when analyzing IT polls and trends. 59 Pages (DT2021-3)

**IT TRENDS: 2021 Q2** IT Trends is a collection of the NOREX Member input captured in the second quarter of 2021 from NOREX event polls. The IT professionals who make up NOREX realize the benefits of no-vendor bias when analyzing IT polls and trends. 56 Pages (DT2021-2)

**IT TRENDS: 2021 Q1** IT Trends is a collection of the NOREX Member input captured in the first quarter of 2021 from NOREX event polls. The IT professionals who make up NOREX realize the benefits of no-vendor bias when analyzing IT polls and trends. 57 Pages (DT2021-1)

**IT TRENDS: 2020 Q3 & Q4** IT Trends is a collection of the NOREX Member input captured in the third and fourth quarters of 2020 from NOREX event polls. The IT professionals who make up NOREX realize the benefits of no-vendor bias when analyzing IT polls and trends. 74 Pages (DT2020-2)

**IT TRENDS: 2020 Q1 & Q2** IT Trends is a collection of the NOREX Member input captured in the first and second quarters of 2020 from NOREX event polls. The IT professionals who make up NOREX realize the benefits of no-vendor bias when analyzing IT polls and trends. 62 Pages (DT2020-1)

**CIO: IT BUDGETING / PLANNING FOR 2024 TRANSCRIPT** NOREX Members discussed top spending priorities for 2024; forecasting IT costs; identifying areas for capability growth; IT budget as a percentage of revenue; IT budget by industry; percentage of budget spent on cybersecurity and infrastructure; chargeback models; and integrating AI into IT strategy. 16 Pages (CV084)

**CIO: ALIGNING BUSINESS & TECHNOLOGY PLANNING TRANSCRIPT** NOREX Members discussed stakeholder involvement in planning; usage of a steering committee; technology roadmap tools; capability mapping; consultant involvement; organizational considerations; business-led ERP implementation; steps to

achieve IT objectives; digital transformation and ChatGPT usage; cyber training for leadership; retaining staff; and transferring IT leadership. 17 Pages (CV083)

**CIO: BUILDING A CYBERSECURITY CULTURE TRANSCRIPT** NOREX Members discussed current pain points around cybersecurity; layering cybersecurity education; partners used for immutable backups; offering cybersecurity education when onboarding new employees; MFA methods in use to safeguard users and for audits; cybersecurity policies for users to read and sign; cyber Cloud insurance; frequency to audit security practices; reporting Key Risk Indicators; IT department structure for manufacturing organization; and vendors for implementation of a machine learning approach. 16 Pages (CV081)

**CIO: IT DEPARTMENT KPIs TRANSCRIPT** NOREX Members discussed metrics shared with Executive Leadership to show IT department's value, common KPIs tracked, performance-level KPIs tracked other than MTTA and MTTR, creating a balanced scorecard for infrastructure, help desk and application development, total tickets vs open tickets, measuring customer satisfaction rates, KPIs and data interpretations of security-related issues, key performance indicators to monitor with Managed Security Service Providers, monitoring the effectiveness of patching program, IT ROI, IT expenses, and identifying your cost breakdown. 26 Pages (CV080)

**CIO: IT BUDGETING & PLANNING FOR 2022 TRANSCRIPT** NOREX Members discussed projecting vendor price increases, cybersecurity goals aligning with legal and cyber insurance needs, percentage of IT budget to overall budget, success stories to acquire more funding and staff, the cost to move to the Cloud, software, infrastructure, and platforms when moving to the Cloud, leveraging ARPA funding in 2022, mid-year reviews to analyze spending, determining the optimal size for an IT organization, critical-success criteria, and measuring productivity of software developers in an Agile Scrum environment. 24 Pages (CV078)

**CIO: ROLE / JOB DESCRIPTION OF THE CIO TRANSCRIPT** Senior IT leaders discuss the evolution of the Chief Information Officer role during this October 2020 session. 17 Pages (CV076)

**CIO: IT'S ROLE IN BUSINESS SUCCESS TRANSCRIPT** Senior IT leaders share strategies for aligning IT with business objectives during this July 2020 Session. Topics include cloud computing, staffing, project prioritization and Business Intelligence tool recommendations. 20 Pages (CV075)

**CIO: NAVIGATING INTERNATIONAL / GLOBAL IT ISSUES DURING A PANDEMIC TRANSCRIPT** During this CIO call, NOREX Members and guests shared experience and ideas on global office management, particularly in Asia. They discussed differences in products, regulations, firewalls, long distance connectivity, and collaboration tools. 21 Pages (CV074)

**CIO: REMOTE WORKFORCE / WORK-FROM-HOME TRANSCRIPT** The benefits and concerns of supporting a remote workforce and a work-from-home program are a hot topic for IT executives. In December 2019, NOREX members discuss experiences, recommendations, policy, tools to support, and general consideration when offering employee remote workforce / WFH programs. 26 Pages (CV073)

**CIO: IT TRANSFORMATION TRANSCRIPT** This March 2019 session featured strategic-level discussion on starting the transformation process, gaining executive support, involving business units and developing roadmaps for cloud usage and mobile device management. 19 Pages (CV071)