

**KM2023 Conference**  
**Pre-Conference Industry Day**  
**Centre Universitaire d'Informatique (CUI), University of Geneva, Switzerland**  
**Themes: Knowledge Management, Cybersecurity, Learning, and Information Technology**  
<https://iiakm.org/conference/>

**Invited Talk**  
**Achieving Compliance Through Awareness: Building and Monitoring a  
Cybersecurity Program**

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**Abstract:**

In 2019, a Swiss company in the manufacturing sector was hit with ransomware taking out a majority of its Information Technology (IT) systems and crippling its ability to do business. In the aftermath of the incident, the company's management, realizing that they needed to address their cybersecurity gap, established the position and named their first Chief Information Security Officer (CISO), then started the journey toward compliance, awareness, and organizational cyber security culture. This presentation will highlight that catastrophic cyber event, the actions taken following the event, the CISO's initial strategy, and the subsequent awareness program which was very successful due to management's implicit support.

**About the Speaker:**

Douglas Andrews is the Head of Information Security and Quality (CISO) at Galenica AG, a company in the Swiss healthcare sector, with over 8,000 employees, more than 400 pharmacies, and which offers a wide array of services from personal care to pharmaceutical logistics. Douglas earned his M.S. in Information Systems Management from the University of Maryland, and is currently working on his Ph.D. in Cybersecurity Management at Nova Southeastern University (NSU), College of Computing and Engineering. He is an active member of the Swiss Cyber Security Competence Group and holds a Certified Information Systems Security Professional (CISSP) certification from (ISC)2 and a Security+ certification from CompTIA.

