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APR 24

"Perseverance is not a long race;
it is many short races one after the other."

- Walter Elliot

FEATURING

Prathima Kamalanathan

*VP - Senior Manager, Cloud Solutions and Analytics,
Northern Trust Corporation*

Editor's
Note

The European Union (EU) has officially passed the AI Act, marking a significant milestone three years after it was first proposed. Set to take effect in May, the AI Act promises tangible changes for EU residents by year's end. However, full compliance from companies will be phased in over a period of up to three years. Regulatory frameworks must be established to ensure effective enforcement of the law.

Soumika Das

Key provisions of the AI Act focus on curtailing AI applications that jeopardize fundamental rights. Notably, high-risk AI uses in sectors like healthcare, education, and law enforcement will be banned by year-end. Additionally, the Act prohibits certain ambiguous practices, such as deploying AI systems that manipulate behavior or exploit vulnerable individuals. Real-time facial recognition in public spaces is also prohibited. Despite these measures, concerns linger regarding exemptions for law enforcement agencies and the permissibility of certain controversial AI applications, like facial recognition technology.

Recognizing the growing prevalence of AI interactions, the Act mandates clear labeling of deepfakes and AI-generated content. Companies must also disclose when users engage with AI systems, fostering transparency and aiding in the detection of AI-generated media.

Yet, implementation hurdles loom large. Detecting AI-generated content remains challenging, and existing watermarking technologies are experimental and easily manipulated. Efforts like the Collaborative for Content Provenance and Authenticity show promise but require further development to establish industry-wide standards.

The establishment of a European AI Office signifies a significant step towards citizen empowerment. Under the AI Act, EU residents gain the right to lodge complaints against AI systems believed to cause harm. Additionally, transparency requirements compel AI companies to divulge technical documentation and training data, ushering in a new era of accountability and oversight.

While most AI applications remain unaffected, companies operating in high-risk sectors face stringent obligations under the AI Act. Enhanced data governance, human oversight, and transparency measures will reshape the AI landscape, demanding a departure from opaque practices prevalent in the industry. As Europe prepares to navigate the complexities of an increasingly automated world, the implementation and enforcement of the AI Act will shape the future trajectory of AI governance globally.

In this edition, Team enGAge interviewed **Prathima Kamalanathan**, VP - Senior Manager, Cloud Solutions & Analytics, Northern Trust Corporation. She reflects on her upbringing, her career, shares her definition of success and more.

We have some insightful articles in the edition.

Venkatesh Bihani has written, **Micro Capability Centre - Operating Models.**

Kannan Srinivasan has written, **Navigating the Dynamic Cyber Threat Landscape through Cybersecurity Awareness.**

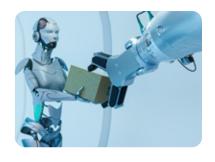**Team UNBOX** has written, **The Benefits of Accessible UX Design for Businesses.**

Kumaresan P has written, **Cyber Security Advisory: Safeguarding Printed Confidential Data**.

Happy Reading!

Table Of
Content

What's **New** in Tech

Robotic interface masters a soft touch

Researchers have created a haptic device that can mimic the soft texture of diverse materials, ranging from a marshmallow to a pulsating heart, conquering a seemingly intricate obstacle that had previously stumped experts in robotics.

The role of machine learning and computer vision in Imageomics

A new field leveraging machine learning and computer vision promises to tackle questions regarding the biological intricacies of organisms worldwide. Imageomics, a burgeoning field, endeavors to delve into fundamental inquiries about biological phenomena on the planet by merging images of living organisms with computer-assisted analysis and discovery.

New AI method generates high-quality images 30 times faster

MIT's CSAIL researchers have unveiled a novel framework condensing the intricate multi-step procedure of conventional diffusion models into a single step. Employing a teacher-student model, they teach a new computer model to replicate the actions of complex, original image-generating models. Dubbed distribution matching distillation (DMD), this approach preserves image quality while significantly expediting generation.

Method rapidly verifies that a robot will avoid collisions

MIT researchers have devised a safety verification technique that can guarantee with 100% accuracy the collision-free trajectory of a robot (assuming accurate robot and environment models). Their method, capable of discerning trajectories differing by mere millimeters, offers proof within seconds.

Sources: Science Daily & MIT News

Prathima Kamalanathan

VP - Senior Manager, Cloud Solutions and Analytics,
Northern Trust Corporation

1. Tell us something about your childhood. What values had been instilled in you that helped you excel later in your life?

I was a very curious kid and was drawn to exploring a variety of opportunities in academics, sports, music, culture, and many extra-curricular activities. My family instilled in me a deep respect for individuals regardless of their background, while also encouraging me to think critically and act independently from a young age. Taking charge of my own decisions early in life, I learned invaluable lessons in resilience, accountability, integrity, adaptability, empathy, patience, and gratitude. These experiences and values have equipped me to navigate challenges with grace, forge meaningful relationships and pursue my goals with a positive impact on the world around me.

2. How would you define success?

Success is a subjective concept that varies from person to person. Individuals should define success on their own terms, aligning with their values, passions, and priorities. Success isn't solely about reaching a goal/destination but also about the journey, the growth experienced along the way and the impact on others around you. For me, it's an on-going process of personal growth, self-improvement, and development. Ultimately success should bring a deep sense of fulfillment, joy, and responsibility.

3. In your experience, what are some of the challenges women face in pursuing leadership roles?

Balancing the demands of a leadership role with personal and family responsibilities can be challenging. Finding strategies to prioritize self-care and maintain a healthy work-life balance is crucial for long term success and well-being. Women leaders especially face barriers to networking and mentorship opportunities, which are crucial for career advancement. In some cases, networks and informal communication channels may be predominantly male dominated, potentially limiting women's access to important relationships and avenues for professional growth.

4. This year's theme for International Women's Day is #InspireInclusion. From your perspective, what role do Diversity and Inclusion play in driving innovation and success in corporates?

When individuals with different backgrounds and viewpoints collaborate, they bring a broader range of insights and approaches to problem-solving, leading to more innovative solutions and products. Companies that prioritize diversity and inclusion are better positioned to attract top talent, enhance employee engagement and satisfaction, and ultimately achieve greater financial performance and market success.

5. What advice would you give to young women who are starting their careers now?

Commit to lifelong learning and professional development. Stay curious, seek out new challenges and invest in acquiring new skills and knowledge that will enhance your capabilities and keep you competitive in your field. Lift up and support other women in the workplace.

Cultivate a culture of collaboration, mentorship and solidarity. Don't hesitate to voice your opinions, ideas and contributions in meetings and discussions. Your unique perspective, talent and contributions have the power to drive positive change and make a meaningful impact in your chosen field.

About
the Author

Prathima Kamalanathan is an accomplished technology leader with a passion for music and a strong dedication to family. With over two decades of experience in the technology industry, Prathima has honed her skills as a dynamic leader, consistently delivering business results while balancing diverse interests and priorities. She has accumulated a wealth of valuable real-world experience strategizing and delivering enterprise wide applications and advanced data and analytics solutions in cloud technologies
while building high performing teams globally.

Prathima Kamalanathan

Beyond her professional pursuits, Prathima finds solace and inspiration in music, whether she's delicately strumming chords on her Saraswathi Veena or mastering intricate Carnatic compositions. Music serves as a creative sanctuary, enriching her life with rhythm and harmony. Prathima remains grounded in her commitment to family. Recognizing the importance of work-life balance, she prioritizes quality time with loved ones, creating cherished memories and nurturing meaningful connections outside of the office.
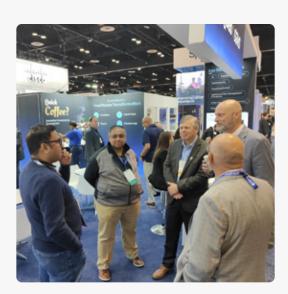
In Summary, Prathima approaches leadership with humility, recognizing that true success is measured not only by achievement but also by the positive impact made on others. With a sincere dedication to learning, passion for creativity and a deep appreciation for family, she continues to strive for excellence in both her personal and professional endeavors
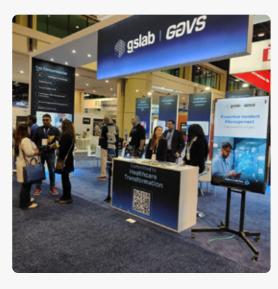
A Glimpse of HIMSS '24

We presented our Next-gen solutions around AI, GenAI, Cybersecurity, Intelligent Automation, AI-led Infrastructure Management and more.

Micro Capability Centre - Operating Models

Introduction

Our previous article talked about what micro capability centers (MCCs) are, why they're important, and who they're for. Now, let's explore the various MCC operating models and the opportunities they provide in the Hi-tech industry. An offshoot of GCCs, MCCs are a safe bet for organizations that do not have a significant presence in India and are looking to build digital and scalable CoEs. Organizations turn to a typical established local IT service provider to validate their ambitious growth plans, understand local nuances, and leverage their existing infrastructure.

Businesses looking to ride the captive wave can explore different operating models based on their strategic direction, priority, and macro environments. IT service providers are constantly innovating new operating models for captives to create value and a win-win situation for both the partners and with a correct operating model, MCCs can act as the hotbeds for corporate innovation and application of disruptive technologies for any business.

Selecting an operating model depends on various factors and requirements of the organization but mainly would depend on these factors - testing market potential, creating a new digital entity, digital transformation initiatives, cost pressures.

Micro Capability Centre - Key Operating Models

1. Build-Operate-Scale-Transfer (BOST) Model

   A risk-free model to establish a captive in India where a service provider can build, operate, scale and transfer it to the parent organization.

   - **Build** - Building a captive on a 'Pay as you go' pricing model for lower upfront costs with segregated workplace dedicated for the customer fostered with its company values, culture, and goals. Initial goal would be baselining scope with the customer and deploying highly skilled and agile resources for the engagement.

- **Operate** - Providers to operate the MCC at highest standards with defined processes, customer management framework and robust delivery process and integrate new capabilities through ecosystem partnerships and agile pods, CoEs and academic partnership.

- **Scale** - Steadily scale the MCC by building on committed POCs and creating full-fledged platforms and solutions to deliver on customer's digital initiatives and creating full-fledged platforms and solutions.

- **Transfer** - A dedicated team to sustain and manage the transfer to the enterprise and transfer of all assets including IT, data, documentation etc., and a shadow plan to support the customer during this transition.

2. Joint Venture

   Joint ventures are a win-win partnership between customer organization and a service provider with a clear goal of business expansion, creating a profit center for cost savings, gain/profit sharing, new revenue streams, innovation, risk sharing and business agility. Service providers work to develop a VC-quality business plan for JVs to manage setbacks, achieve loose-tight governance, risk management, performance tracking and streamline decision making. Key advantages of a JV are -

   - A joint investment in establishing a captive from provider as well as the business/organization, spreading the financial risk associated with setting up and operating such a centre.

- A fair transfer pricing scheme between partners ensures that after a certain period, the entity will be totally owned by the parent or can be sold to a third party.

- The domain know-how from the parent and the tech expertise from service providers results in a robust captive and a successful JV.

- Rapid scaling by tapping into IT service provider's existing technology relationships and establishing prominent CoEs.

3. IP Partnerships

   A model for organizations looking to cut costs and retire products/platforms where a service provider can help in keeping the lights on for the existing product end customers. IT service provider will integrate products into its core offerings and pay a royalty to parent organizations (ISVs).

   - ISVs can build a deep focused MCC where the product enhancements, new feature development is completely owned by the IT service provider and ISVs will only focus on selling the products.

   - Selling IPs – Organizations can sell their existing IP products to IT service vendors, where vendors will establish a team to refresh, rebrand these IPs and start selling them as a part of their managed services contracts.

   - Co-Creating IPs – ISVs to partner with IT vendor and establish MCC to build a new platform in no time using vendor's existing talent and infrastructure and can hit the market with vendor for selling the platform/products.

4. Acquisition

A quick go-to market model for organizations who want to hit the ground and start running in no time, usually organizations buy out service provider's existing teams and rebadge them as their own. IT service providers can buy-out a specific tech team and spin off a separate MCC from existing GCCs that are unable to scale due to limitations of size or capability and failing to meet the expectations of the parent entity. Service providers can bring up the MCC to pace and focus on specific use cases in AI, cybersecurity, and analytics. Service providers can help revive and scale these MCCs which can be later transferred back under the BOST model.

5. Strategic capability services

IT service providers help organizations with regulatory permissions, partnerships, location strategy, staffing, talent services and infrastructure who want to establish and operate captive on their own and support these captives for an initial period of time until it reaches a stable phase. A partner or service provider will be responsible for the initial setup of the captive at a fixed cost and supporting the Captive/MCC with back-office services and talent supply.

Operating Models/ Parameters	Build, Operate, Scale & Transfer	Joint Venture (JV)	IP Partnership	Strategic Capability Services
Set-up Time	Low	High	Low	High
Investment	Low	High	Low	High
Risk	Low	Low	Low	High
Scalability	High	High	Low	High
Cost of Ownership	Low	High	High	High

Thanks for reading, Stay tuned for the upcoming article on MCC opportunities in the Hi-Tech vertical.

About
the Author

Venkatesh is an Aerospace Engineer with previous experience in sales and marketing while working for the CEO's office. Currently, he is a member of the pre-sales team focusing on the Hi-tech vertical at GS Lab | GAVS.

Venkatesh Bihani

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▪ "Micro Capability Centers: Innovation and Scalability Engines

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Navigating the Dynamic Cyber Threat Landscape through Cybersecurity Awareness

The dynamic and evolving cyber threat landscape presents a persistent challenge for organizations across industries. Rapid technological advancements and sophisticated tactics employed by cybercriminals demand constant vigilance. As technology progresses, so do the exploitation methods, emphasizing the critical need for organizations to stay proactive, informed, and resilient in safeguarding sensitive data and maintaining the integrity of their operations.

Cybersecurity Challenges Across Industries

The industry leaders discussed in detail about the impending cybersecurity challenges in their respective industries and ways to stay ahead of them. Some of their insights are mentioned below.

The increase in cyber attacks in the manufacturing industry is driven by the digital transformation associated with Industry 4.0. While beneficial operationally,

adopting industrial IoT and automation expands the attack surface. Manufacturing companies, like Footprint, with patented technologies, possess valuable intellectual property, making them high-value targets. The interconnected global supply chain introduces vulnerabilities as cybercriminals exploit the complexities. Outdated systems and compliance challenges further contribute to security risks. Additionally, there is a need for increased security awareness among manufacturing employees.

The healthcare industry has experienced higher cyber attacks than most other industries due to the sensitivity of patient data, including Personally Identifiable Information (PII). The industry is undergoing a learning curve in cybersecurity practices, with cybercriminals recognizing the value of healthcare data. Recent incidents, such as the attack on 23andMe, highlight the appeal of genomic data on the dark web. Integrating AI technologies poses new challenges in maintaining cybersecurity postures, and

the impact on patient data security is a significant concern. Healthcare organizations face higher costs to remediate attacks, and the diverse workforce, which may not be tech-savvy, adds complexity to addressing security challenges.

In the financial industry, a concerning increase in access to broker services has been observed over the last 12 months. These services focus on gaining initial access to organizations and have evolved their methods, through social engineering and targeting personal emails and messaging apps. Stricter application of Multi-Factor Authentication (MFA) and access control policies is being implemented. Threat actors are shifting from traditional deactivation of security technologies to data theft and extortion. Data theft alone has become a potent lever for organizations to pay, diminishing the reliance on ransomware. Risks associated with administrative privileges and defense evasion tools are being addressed within organizations. Security measures are communicated to employees to enhance understanding and cooperation.

Impact of These Attacks on Employees

The evolving tactics of cybercriminals emphasize the importance of baseline cybersecurity education for everyone in an organization. There are various penetration points, including email, phone calls, SMS, and testing network vulnerabilities. Engaging employees in cybersecurity efforts is challenging, especially when competing priorities exist. The key is balancing security and business needs, fostering an understanding of data as a company asset, tailored training based on specific roles and responsibilities, and

targeting the correct users for relevant cybersecurity education.

Best Practices for Cybersecurity Awareness Among Employees

Some key strategies for addressing cybersecurity challenges:

- Customized Training Programs: Tailoring training programs to specific roles within the organization, recognizing the diverse responsibilities and experiences of different workforce segments.

- Frequent and Interactive Learning: Implementing regular, interactive training sessions, such as phishing simulation exercises, to keep employees engaged and informed about cybersecurity risks.

- Clear Policies and Standards: Developing simplified and easily accessible policies and standards, ensuring that employees can easily understand and adhere to them.

- Leadership Support and Communication: Securing support from senior leadership and consistently communicating cybersecurity messages through multiple channels, including emails, newsletters, posters, and staff meetings.

- Patient Education: Recognizing the role of patients in data security and incorporating education for patients as part of the overall cybersecurity strategy.

- Cost-Benefit Analysis: Considering the cost-benefit of cybersecurity measures, especially in industries like healthcare where large-scale systems may have associated costs and should provide clear benefits.

- Creating a Culture of Cybersecurity Awareness: Fostering a culture where cybersecurity awareness is ingrained in daily activities and making it everyone's responsibility. This involves empowering staff to contribute, encouraging reporting through compliance hotlines, and ensuring a non-punitive approach to addressing security incidents.

- Regular, Bite-Sized Training: Moving away from annual lengthy training sessions and adopting regular, short, and engaging training modules throughout the year. Gamification and reward systems can enhance employee motivation and participation.

- Incident Response and Disaster Recovery: Ensuring that incident response and disaster recovery plans are in place, well-understood across the organization, and regularly tested. This includes educating employees on their roles in incident response and recovery.

- Data Governance: Implementing a robust data governance program to identify and protect sensitive data, mapping data locations, and establishing measures for replication and air-gapping to mitigate risks, especially in a ransomware attack.

This blog is a gist of the webinar that is available in its entirety here. For more webinar videos, please visit our website. You can also find more such videos here.

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About
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Kannan has over 23 years of experience in Cybersecurity and Delivery Management. He is a subject matter expert in the areas of Cloud security, infra security including SOC, Vulnerability Management, GRC, Identity and Access Management, Managed Security Services. He has led various security transformation engagements for large banks and financial clients.

Kannan Srinivasan

The Benefits of Accessible UX Design for Businesses

> 66 *Every $1 invested in UX results in a return of $100.*

- Forrester

As websites and mobile applications grow in number, User Experience (UX) design is critical to any successful business. According to a Forrester report, every dollar spent on improving UX will have a 100x return! UX design directly influences how users interact with a product or service - impacting their satisfaction, loyalty, and overall brand perception.

However, it's essential to ensure that UX design caters to a broader audience, including those with disabilities. Part two of our blog series on Accessibility in UX Design covered the best practices for accessible UX design. Here, we will discuss how incorporating accessible UX design into business strategy is not only the right thing to do from a moral and ethical standpoint but is also advantageous in many ways to businesses. Accessible UX design is a win-win for businesses and their customers, making it a wise investment for

any company looking to succeed in the digital age.

Legal Compliance

Many countries have implemented laws and regulations that require businesses to make their digital products and services accessible to people with disabilities.

The Americans with Disabilities Act (ADA) in the United States, enacted in 1990, is a landmark law prohibiting discrimination against individuals with disabilities, ensuring accessibility in public spaces, employment, and telecommunications.

The European Union's Web Accessibility Directive mandates member states to make public sector websites and mobile apps accessible, emphasizing a user-centric approach. The European Accessibility Act (EAA) builds on this,

requiring a broader range of products and services to be accessible, fostering inclusion across the EU.

In India, the 2016 Rights of Persons with Disabilities Act enhances accessibility in public places, employment, and education, and promotes inclusivity, reflecting a commitment to empower and protect the rights of individuals with disabilities.

Non-compliance can result in legal challenges, fines, and damage to a company's reputation. A blind plaintiff who, despite shopping at a local Winn-Dixie store in person, faced barriers accessing the store's website for crucial information. This marked the first trial in the history of the Americans with Disabilities Act (ADA) concerning the accessibility of a public accommodation's website. The court ruled otherwise despite Winn-Dixie's attempt to dismiss the suit, arguing that Title III of the ADA does not cover a website.

By proactively incorporating accessible design principles, businesses can avoid legal issues and protect their brand from negative publicity.

Improved SEO

Search Engine Optimization (SEO) is crucial to any online business strategy. Accessible design practices can improve your website's SEO performance. Search engines like Google prioritize websites with better user experiences, and accessibility features can contribute to this by ensuring that your site is more user-friendly and ranks higher in search results. This can drive more organic traffic to your website and boost online visibility.

Innovation and Creativity

Accessibility challenges often drive

innovation and creativity in UX design. When designers are tasked with making their products accessible to everyone, they develop creative solutions that can benefit all users. These innovations can lead to breakthroughs in design and technology, setting your business apart from competitors and positioning you as an industry leader. For instance, Apple showcases how its commitment to accessibility led to the development of innovative features that benefit all users, such as VoiceOver on iPhone.

Expanded Market Reach

By incorporating accessibility features, you can make your products and services available to a wider audience. According to the World Health Organization, approximately 15% of the world's population lives with some form of disability. Businesses can tap into this significant market segment by providing accessible experiences. When people with disabilities can easily access and use your website or application, they are more likely to engage with your brand, increasing your potential customer base.

Enhanced Brand Reputation

Accessible UX design demonstrates a commitment to inclusivity and equality, which can significantly enhance your brand's reputation. When businesses prioritize accessibility, they send a positive message about their values and priorities. Customers appreciate this commitment to social responsibility, and it can lead to increased brand loyalty and positive word-of-mouth marketing. Barclays demonstrates how its focus on accessibility has enhanced its brand reputation and resulted in a more inclusive workplace.

Better Conversion Rates

An accessible UX design can directly impact your conversion rates. By removing barriers and making it easier for users to access and use your products or services, you can increase the likelihood of users converting from visitors to customers. This translates into higher revenue and better Return on Investment (RoI) for your business.

"This American Life," a widely broadcast show on over 500 National Public Radio (NPR) stations, committed to creating transcripts for their entire archive in response to new FCC regulations in 2011. A study using Google Analytics over more than a year found that 7.23% of visitors viewed transcripts, unique visitors increased by 4.18%, and new inbound links to transcripts contributed to a 3.89% rise.

Increased User Engagement

An accessible UX design can lead to increased user engagement. When people can navigate and interact with your digital platforms more easily, they are more likely to stay longer, explore more content, and complete desired actions such as making purchases or signing up for newsletters. The overall user experience is enhanced, resulting in more satisfied and engaged users.

Long-Term Sustainability

Accessible UX design isn't just a short-term trend but a long-term strategy ensuring your digital products remain relevant and sustainable. As demographics change and people age, accessibility becomes even more critical. Implementing accessibility features early on future-proofs your business and ensures that products remain usable by a broad range of users over time.

The UNBOX team is the UX COE at GS Lab | GAVS. With about two decades of product engineering expertise, GS Lab | GAVS delivers best-in-class user experiences that drive product acceptance.

To learn more about our User Experience Design services:

Click here

About
the Author

Team UNBOX

U: Usability
N: Next Generation Media
B: Branding
O: Optimized Solutions
X: Experience

Unbox is a User Experience team at
GS Lab | GAVS. The team prides itself on
being the experience strategists who elevate
their client's digital growth and add to their
business value.

Focus areas of the team being Branding,
ser Research, Visual Design and User Testing.
Team has a mix of skills like Researcher,
Information Architect, Interaction Designer,
Brand Designer and Visual Designer. Team
specializes in user research, working on new
product concepts, redesign/revamp of existing
products and feature enhancements. Team also
helps in discovery phases involving UX for early
product validation from business users. Agile
collaboration with UI development teams to
ensure the required product experience.

Cyber Security Advisory: Safeguarding Printed Confidential Data

A Simple Guide for the Indian Context

In the workplace, handling printed confidential documents is a common necessity. However, leaving these documents unattended or unsecured can lead to serious cyber security risks. This advisory is tailored to help non-technical staff understand and effectively mitigate these risks.

Risks from Unsecured Printed Confidential Documents

- **Information Theft:** Unauthorized individuals may access and steal sensitive company information.

- **Corporate Espionage:** Competitors could use your unsecured documents to gain an unfair advantage.

- **Identity Theft:** Personal information of employees or clients can be misused.

- **Compliance Violations:** Mishandling confidential data can lead to violations of legal and regulatory obligations, potentially resulting in fines and legal issues.

- **Reputation Damage:** The leak of confidential data can harm the organization's reputation and trustworthiness.

Protecting Confidential Printed Documents

- **Never Leave Documents Unattended:** Unauthorized individuals may access and steal sensitive company information.

- **Use Secure Printers:** Utilize printers with security features like ID-based authentication or secure print release functions.

- **Limit Printing of Sensitive Information:** Only print what is absolutely necessary and avoid printing highly sensitive data if possible.

- **Shred Unnecessary Copies:** Use a shredder to dispose of unnecessary or outdated confidential documents.

- **Secure Storage:** Store important documents in locked cabinets or designated secure areas.

- **Awareness and Training:** Regularly participate in security awareness training provided by the organization.

- **Follow Organization's Policies:** Adhere to your company's data protection and document handling policies.

- **Report Suspicious Activity:** If you notice unattended documents around your workplace, report them to the relevant department.

- **Encourage a Culture of Security:** Promote security awareness among your colleagues.

- **Know the Protocol for Data Breaches:** Understand your role and the steps to take if a breach occurs.

If Confidential Documents are Lost or Compromised

- **Report Immediately:** Notify your manager or the security department as soon as you realize a document is missing.

- **Assess the Impact:** Work with your security team to understand the potential impact of the breach.

- **Cooperate with Investigations and Remediation Efforts:** Assist in any internal or external investigations to contain and mitigate the breach.

- **Review and Improve Practices:** Learn from the incident to prevent future occurrences.

Handling printed confidential information is a responsibility that should not be taken lightly. By adopting good practices and staying vigilant, you can play a crucial role in protecting your organization's sensitive data.

About the Author

Kumaresan has more than 17+ years of Technology experience in Cyber Security, IT Infrastructure Audit, Risk Management, Compliance and Project Management. He has done his MBA in IT Systems. Kumaresan has rich experience in Information Security, GRC, Information Technology Audit, Compliance Audits and Program Management.

Kumaresan Periyasamy

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