

# Chief Security Officer

Summit 2010

**Building Resilient & Holistic Security for Ever Changing  
Threat & Economic Conditions to Protect People, Reputation & Profits**



**Newly Confirmed Keynote by:**

The Deputy Mayor of London, Cllr. Richard Barnes AM, FRSA - Chairman of the 7 July Review Committee, the only public inquiry into the 7th July London bombings, will share security insights around the bombings & business continuity issues for businesses & for London 2012.

**1 - 3 December 2010**

**Radisson BLU Palais Hotel**

**Vienna, Austria ★★★★★**

“If you want to know the current state of affairs & future security trends this is the place to be!”  
**Chief Security Officer, Bank Credibom Portugal**

“Real value for money! Enhances our practices to bring further value to our business”  
**Security Director, Bank Muscat**

**Some Highlights Include...**

- Failures in Security & the Power of Oversight - Keynote by **Esther Stern**, Director, Office of Internal Oversight, Organization for Security Cooperation in Europe – Vienna
- Anti-Piracy Strategy & Tactics From "The Good Pirate" – Special Keynote by **Captain Max Hardberger** - Adventurer, Maritime Attorney & Ship Extractor Specializing in Recovering Stolen & Seized Ships!
- Group Scenario Planning for Top Risk Events: BP & London 2012 – Exercise Led by **Dr. Sally Leivesley**, Newrisk Limited
- Securing Oil Infrastructure & Protecting Employees in The Niger Delta – Case Study from **Addax Petroleum Nigeria**
- First-hand Experience of a Kidnap in Somalia – Special Interview with a Former Hostage!
- Public-Private Partnerships for Security by **Don W. Randall** MBE, Head of Security at Bank of England & Chairman of the 'Sister Banks', the City of London Crime Prevention Association and 'Project Griffin'
- **Marriott Hotels International Ltd** - Share Preparations for Low Probability - High Impact Events & Hotel Attacks in Islamabad, Jakarta & War Zone Operations
- Learn Advanced Investigative Interviewing Techniques from Former Head of the British Armed Forces' National Interrogation Organisation, **David Burrill** OBE, Director, BurrillGreen Ltd

**New Private & Public Sector Keynotes & Case Studies by...**

- Head of Security, **Bank of England**
- Head of Aviation Security, **Virgin Atlantic**
- BP Fraud & Misconduct Investigation Team, **BP International Limited**
- Regional Director Global Safety and Security EMEA, **Marriott Hotels International Ltd**
- Head, Security Unit, **African Development Bank**
- Head of Investigations, **British Sky Broadcasting Ltd**
- Country Security Manager, **Addax Petroleum Development – Nigeria**
- Director, Global Compliance Investigations, **AstraZeneca**
- Director Global Investigations, **TNT Express**
- Chairman Business Advisory Board, **Transparency International Germany**
- Judge and Vice-President, **UN International Tribunal for the Law of the Sea**
- Head of Secretariat, **Wassenaar Arrangement on Export Controls for Conventional Arms and Dual-Use Goods and Technologies – Austria**
- CEO, **Money Transfer International & Founder, Defence & Security Forum**
- Head of Asset Protection, **UK's Serious Organised Crime Agency**
- Chief Security Officer, **Bank Credibom Portugal**
- Head of IT Security and Information Assurance, **BT Openreach**

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Dear Colleague,

MIS Training Institute is delighted to invite you to attend the 4th Annual Chief Security Officer Summit – taking place in Vienna, 1-3 December 2010. Now firmly established amongst Security Directors as the ultimate place to network & reflect advanced security issues as a peer group, the 2010 event is again supported by some of the most prestigious public & private security communities across the globe.

## Agenda at a Glance

### Day 1 - Delivering Resilient & Cost-Effective Security

- Securing Global Architectures: Counter-Terrorism; Maritime Piracy; Catastrophic Risk & Security Crisis Planning
- Securing Profits: Managing & Investigating Illicit Trade, Fraud & Corruption & Loss Prevention

### Day 2 - Action & Counter-Measures to Secure People, Property & Assets

- Protecting People & Property: Hostile Environments; Kidnap & Ransom; Hotel & Travel Security
- Security Intelligence, Lawful Interception & Cyber Security Challenges

### Day 3 - Chief Security Officers' Roundtable: Security for Strategic Value - NEW for 2010!

- Communicating a Consistent Security Message – Hear directly from a CEO!
- What Makes a Great Security Leader? Skills for Security
- Adopting a Risk-Based Approach to Procuring Security Services
- Know Your Employee: Challenges & Trends in Security Screening & Vetting

## The International Speaker Panel Includes:

### Special Keynotes By...

- **The Deputy Mayor of London, Cllr. Richard Barnes AM, FRSA**, (*Chairman of the 7 July Review Committee, the only public inquiry into the 7 July 2005 bombings in London*)
- **Esther Stern, Director, Office of Internal Oversight (OIO), Organization for Security Cooperation in Europe (OSCE)– Austria**
- **Don W. Randall MBE, Head of Security Bank of England, Chairman of the 'Sister Banks', the City of London Crime Prevention Association and 'Project Griffin'**
- **Captain Max Hardberger, Maritime Attorney & Ship Extractor Who Specializes in Recovering Stolen & Seized Ships from Corrupt Jurisdictions**
- **Special Interview with a Former Hostage: First Hand Experience of a Kidnap in Somalia**

### Keynotes & Case Studies By...

- **Andy Blackwell, Head of Aviation Security, Virgin Atlantic**
- **Andy Williams, Regional Director Global Safety and Security: Europe, Middle East, Africa, Marriott Hotels International Ltd**
- **Crawford Robinson, Director, Global Compliance Investigations, AstraZeneca**
- **LTC (R) William J. Godbout, Head, Security Unit, African Development Bank**
- **Andy Burrell OBE, Director, BurrillGreen Ltd**
- **Brigadier Bhanu Sud, Senior General Manager Corporate Security and Administration, Indian Farmers Fertiliser Cooperative Ltd. - India**
- **Dr. Cheryl Hennell, Head of IT Security and Information Assurance, BT Openreach**
- **Dr. Eduardo Gelbstein, Adjunct Professor, Webster University, Geneva**
- **Gerard McAtamney, Programme Director Security & Policing, London First**
- **Ambassador Dr. Helmut Türk, Judge and Vice-President, UN International Tribunal for the Law of the Sea – Austria**
- **Jermyn Brooks, Chair, Business Advisory Board, Transparency International Germany**
- **Jorge Pinto, Chief Security Officer, Bank Credibom Portugal**
- **Lady Olga Maitland, CEO, Money Transfer International & Founder, Defence & Security Forum & Special Advisor to the President and Government of Equatorial Guinea**
- **Mark Winsloe, Head of Asset Protection, UK's Serious Organised Crime Agency**
- **Neil Fletcher, BP Fraud & Misconduct Investigation Team, BP International Limited**
- **Phil Davies, Head of Investigations, British Sky Broadcasting Ltd**
- **Rick McConnell, Chief Security Officer, Euroclear SA/NV**
- **Dr. Sally Leivesley, Managing Director, Newrisk Limited**
- **Simon Scales, Director Global Investigations, TNT Express**
- **Ambassador Sune Danielsson, Head of Secretariat, Wassenaar Arrangement on Export Controls for Conventional Arms and Dual-Use Goods and Technologies – Austria**
- **Tony Crilly, Managing Director, STS Risk Group Limited**
- **Gerhard R. Donner, President, ACFE Austria Chapter**
- **Paul Judd, Regional Director UKI&ZA, Fortinet Limited**
- **Hugh Njemanze, Co-founder, Chief Technology Officer and Executive Vice President of Research and Development, ArcSight**
- **Tudor Ellis, Drum Cussac**

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The London First Security and Resilience Network [www.londonfirst.co.uk/security](http://www.londonfirst.co.uk/security)



The CSO Roundtable of ASIS International [peter.piazza@asisonline.org](mailto:peter.piazza@asisonline.org)



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## Media Partners



## CHIEF SECURITY OFFICER SUMMIT - Day One: Wednesday 1st December 2010

Delivering Resilient & Cost-Effective Security

### 08:00 COFFEE & REGISTRATION

#### 08:30 Chairman's Introduction

### Securing Global Architectures: Counter-Terrorism; Maritime Piracy; Catastrophic Risk & Security Crisis Planning

#### 08:40 Failures in Security: the Power of Oversight in Sustaining Good Practice – **Opening Keynote Speech**

A key responsibility of government is to provide security for its citizens. Security lapses can undermine the credibility & legitimacy of governments & international organizations. Reviews of security failures show recurring themes & while there is always a rush to implement the recommendations, the lessons learned are often not institutionalized over the longer term. This address will explore the role of oversight in helping institutions to sustain & strengthen their security response in the emerging global environment.

#### Esther Stern, Director, Office of Internal Oversight (OIO), Organization for Security Cooperation in Europe (OSCE) – Vienna

*Esther Stern is the Director of Internal Oversight at the Organization for Security and Co-operation in Europe (OSCE). She has headed the audit, investigation & evaluation functions for the last three years. Previously she was the Senior Inter-regional Adviser at the United Nations (UN), where she worked with global, regional & national institutions in the fight against corruption & in strengthening oversight. She also held the position of Director of the UN's Department of Audit and Management Consulting, & of Principal, Office of the Auditor General of Canada.*

#### 09:20 The National & International Security Threat: Partnership Between The Public & Private Sector Agencies To Identify, Prevent, Deter & Detect The Reality – **Keynote**

#### Don Randall MBE, Head of Security, Bank of England & Chairman of the 'Sister Banks', the City of London Crime Prevention Association and 'Project Griffin'

*Prior to his current roles, Don served with the City of London Police from December 1969 to January 1995, with specialisation in investigations with specific emphasis on fraud & counter terrorism. Don was the Managing Director at JPMorgan Chase, which he joined in 1995, & held the post of International Security Manager.*

#### 10:00 Maintaining Security Resilience in Challenging Threat & Economic Conditions – **Key Case Study**

As Islamists retain their unhealthy interest in civil aviation & the industry faces some of the most challenging economic conditions in its history, Andy outlines the methods his company uses to deliver resilient yet affordable security. Delegates will learn:

- An overview of the primary security & financial challenges facing the aviation industry
- 'Smart Security' - Examples of how security can be adapted to ensure both resilience & affordability
- Tips for influencing financial decision makers involved in security spend

#### Andy Blackwell, Head of Aviation Security, Virgin Atlantic

*Andy has global responsibility for all aspects of the airline's security programme. Prior to joining Virgin, he was UK Security Manager & Lead Threat Assessor with DHL International, a position he held for seven years. Andy also has over seventeen years law enforcement experience & served with UK Customs, British Transport Police, the UK's National Drugs Intelligence Unit, the National Drugs Intelligence Service of the Czech Republic, & the Strategic Research Unit of the UK's National Criminal Intelligence Service. He is a Member of the Emergency Planning Society.*

#### 10:40 Joint Questions & Discussion

#### 11:00 Morning Coffee Break

#### 11:20 Avoiding Catastrophic Failure through Business Security & Reputation Governance: Top Risks for CSOs 2010-2012 - **Keynote**

- Discussion: Europe, Iraq, Iran, North Korea, Pakistan, Somalia, Yemen, North America, England & Northern Ireland & rest of world
- Risks of cyber terrorism
- Risks of CBRN terrorism (chemical, biological, radiological, nuclear)
- Case studies & discussion of two top risk events: BP & London 2012
  - Catastrophic risks of each event
  - Establishing reputation governance
  - Critical dimensions for national/international security
  - Critical dimensions for business security
  - Managing time-lines & reputation – & when plans fail...
  - Considering a global media swarm /24 hour/15 minute per hour coverage
  - Logistics of ten thousand journalists & visual consequences of technology
  - Crisis response / risk pre-emption / global markets
  - Psychology of reputation risk management
  - Benefits of CSO advice & operations
  - Impacts of top events on other global companies

#### Dr. Sally Leivesley, Managing Director, Newrisk Limited

#### 12:10 Monitoring Global Security Threats, Co-operations to Improve National Security & the Future of Terrorism - **Panel**

- Overcoming the barriers to information-sharing between business, government, intelligence & international security agencies
- Bridging the gap between real government intelligence
- Piracy & maritime terrorism
- Establishing & communicating emergency protocols
- The importance of cyber security to national security
- Emerging responses to terrorism

- Developing new oversight initiatives internationally
- Audits & recommendations for ongoing operations
- Key security challenges for hosting international events

Chaired by: LTC (R) William J. Godbout, Head, Security Unit, African Development Bank

Panellists: Don Randall MBE, Head of Security, Bank of England; Ambassador Dr. Helmut Türk, Judge and Vice-President, UN International Tribunal for the Law of the Sea – Austria; Gerard McAtamney, Programme Director Security & Policing, London First

#### 12:50 Lunch

### Securing Profits: Managing & Investigating Illicit Trade, Fraud & Corruption & Loss Prevention

#### 13:50 Fighting Against Serious Business Crime, Illicit Trade & Strengthening Security in Difficult Regions & Environments – **Panel**

- Monitoring & analysis of illicit trade activities
- Emerging problematic regions
- Safely outsourcing functions to regions like China
- Preserving reputation & brand integrity
- Disrupting organised criminal enterprises
- Key implications for securing the supply chain & dealing with business partners
- Emerging trends in intellectual property crime, counterfeiting & loss prevention

Chaired by: Simon Scales, Director Global Investigations, TNT Express

Panellists: Phil Davies, Head of Investigations, British Sky Broadcasting Ltd; Crawford Robinson, Director, Global Compliance Investigations, AstraZeneca; Neil Fletcher, BP Fraud & Misconduct Investigation Team, BP International Limited; Mark Winsloe, Head of Asset Protection, UK's Serious Organised Crime Agency; Ambassador Sune Danielsson, Head of Secretariat, Wassenaar Arrangement on Export Controls for Conventional Arms and Dual-Use Goods and Technologies

#### 14:20 Managing Hotlines & Investigating Fraud & Mismanagement of Resources – **Key Case Study**

Crawford Robinson, Director, Global Compliance Investigations, AstraZeneca

#### 15:00 Managing Fraud & Corruption Investigations Globally - A Journey From A Fractured Approach To A Co-ordinated Approach – **Key Case Study**

Neil Fletcher, BP Fraud & Misconduct Investigation Team, BP International Ltd.

#### 15:30 Afternoon Coffee Break

#### 15:50 Key International Developments in Anti-Corruption & Bribery: What are the Implications for Security & Investigations Professionals? – **Keynotes**

Lady Olga Maitland, CEO, Money Transfer International, & Founder, Defence & Security Forum

Jermyn Brooks, Chair, Business Advisory Board, Transparency International Germany

#### 16:10 How Can Security Control Frameworks Substitute for Common Sense? **Panel**

Chaired by: Rick McConnell, Chief Security Officer, Euroclear SA/NV

Keynote Panellists: Jermyn Brooks, Chair, Business Advisory Board, Transparency International Germany; Don Randall MBE, Head of Security, Bank of England; Lady Olga Maitland, CEO, Money Transfer International & Founder, Defence & Security Forum & Special Advisor to the President and Government of Equatorial Guinea; Sune Danielsson, Head of Secretariat, Wassenaar Arrangement on Export Controls for Conventional Arms and Dual-Use Goods and Technologies

#### 16:50 Anti-Piracy Strategy & Tactics from "The Good Pirate" – **Special Keynote**

Captain Hardberger's presentation, Anti-Piracy Strategy and Tactics from "The Good Pirate", includes:

- (1) Strategies for combating ship & cargo theft, including research, counter-intelligence, & preventative measures;
- (2) Shipboard measures to repel pirate attack;
- (3) Techniques for finding & recovering stolen ships, often with hostile crews & armed guards onboard, in corrupt Third-World ports

Captain Max Hardberger, Maritime Attorney & Ship Extractor Who Specializes in Recovering Stolen & Seized Ships from Corrupt Jurisdictions

*In his 20 years of "stealing" ships back from fraudulent seizures, Captain Hardberger has encountered every kind of maritime scheme and scam, many of them recounted in his bestselling autobiography, Seized: A Sea Captain's Adventures Battling Scoundrels and Pirates in the World's Most Troubled Waters (Broadway Books, 2010). Capt. Hardberger has been featured in The Los Angeles Times, Fairplay Magazine, and Men's Journal, and has appeared on National Public Radio, Fox News, and BBC. Seized has been called "heart-stopping" (Publisher's Weekly) and "irresistible" (Booklist), and has been optioned for a major motion picture, The Good Pirate.*

#### 17:30 Close of Day & Group Networking Reception in Vienna

## CHIEF SECURITY OFFICER SUMMIT - Day Two: Thursday 2nd December 2010

Action & Counter-Measures to Secure People, Property & Assets

07:45 NEW Optional Breakfast Briefing: Security Planning for London Olympics 2012!

08:45 Coffee

08:55 Chairman's Re-Opening

**Protecting People & Property: Hostile Environments; Kidnap & Ransom; Hotel & Travel Security**

09:00 Advanced Investigative Interviewing – **Keynote**

For three years, David commanded the British armed forces' national interrogation organisation. During the period at the request of the USA's Department of Defense, he conducted interrogation training for all branches of the American armed forces. He conceived, established & trained the British Armed Forces Defence Debriefing Team which remains a crucial element of human intelligence operations. For three years, David also conducted training to help prone to capture troops of the British Armed Forces & other agencies to resist. In his commercial career, David has drawn on his previous experiences & adjusted them to add value to business.

David Burrill OBE, Director, BurrillGreen Ltd

10:15 Low Probability - High Impact Events: A Hotel Industry Perspective **Key Case Study**

Analysis through case study of how prudent planning in crisis management & business continuity strategy can mitigate against impacts on the business, people, property & assets. Studies include hotel attacks in Islamabad & Jakarta & war zone operations in Beirut 2006 - Georgia 2008.

Andy Williams, Regional Director Global Safety and Security: Europe, Middle East, Africa, Marriott Hotels

11:00 Security is Pointless

- Understand the threat
- Translates to better protection
- Stop the threat as early as possible
- More tools equals better equipped for the job
- Improve threat visibility
- Consolidation simplifies the security infrastructure, increased visibility is inherit

Paul Judd, Regional Director UKI&ZA, Fortinet Limited

11:15 Morning Coffee Break

11:30 First-Hand Experience of a Kidnap in Somalia –

**Presentation & Special Interview with a Former Hostage**

- How to avoid kidnap
- How to react to capture
- How to survive in captivity
- The impact on hostages, family & friends
- What should happen after the event - for the victims & the organisation
- Enhance your reputation with a broader understanding of 'Duty of Care'
- Identify & respond to risk situations which may precede a kidnap attempt on employee
- Being aware of liley government & law enforcement responses

Interview Conducted By:

David Burrill OBE, Director, BurrillGreen Ltd

12:40 Managing Security Risks During Change – **Keynote**

Mark Winsloe, Head of Asset Protection, UK's Serious Organised Crime Agency

13:10 Lunch

14:10 Travel Security, Protecting Ex-Pat Employees & Managing Operational Challenges in Foreign Jurisdictions – **Q&A Panel**

Panellists:

Andy Williams, Regional Director Global Safety and Security: Europe, Middle East, Africa, Marriott Hotels International Ltd; LTC (R); William J. Godbout, Head, Security Unit, African Development Bank; Tudor Ellis, Drum Cussac

14:40 Business Security & Reputation Risk Management

**Exercise 'London 2012'**

Workshop & floor exercise involving the participation of the full group. In a surprise scenario CSOs will exercise their skills at assessing top risks & pre-empting consequences for their companies:

- London 2012 floor space will be marked out for everyone's roles in the Scenario
  - Real Time re-assessment by CSOs as Scenario London 2012 progresses
  - CSOs establish security operations & reputation risk management
  - CSOs advice to CEOs: key points
  - CSOs respond to a media swarm: 2 minute interview
- Dr Sally Leivesley, Managing Director, Newrisk Limited

15:30 Afternoon Tea Break

**Security Intelligence, Interception & Cyber Security**

15:50 Cyber-Crime & Advance Fee Fraud for CSOs – **Key Case Study**

LTC (R) William J. Godbout, Head, Security Unit, African Development Bank

16:30 How Organisations Undermine Their Own Security

- Internal factors that undermine the best technologies, policies & practices
- a) fragmented responsibilities, b) ignored information, c) resource management & d) unknown unknowns
- Identifying areas of weakness & risk & dealing with them effectively

Dr. Eduardo Gelbstein, Adjunct Professor, Webster University, Geneva, Former Advisor, UN Board of Auditors & Former Director, UN International Computing Centre

17:00 Corporate Espionage, Lawful Interception, Data Theft & Cultural Business Intelligence – **Emerging Trends Panel**

- Insider threat - infiltration, coercion
- Trends in lawful interception
- Detecting anomalous behaviour
- Protecting your most valuable data
- Eavesdropping
- A multi-cultural approach to security business intelligence

Chaired by:

Tony Crilly, Managing Director, STS Risk Group Limited

Panellists:

Jorge Pinto, Chief Security Officer, Bank Credibom Portugal; Dr. Cheryl Hennell, Head of IT Security and Information Assurance, BT Openreach; Gerhard R. Donner, President, ACFE Austria Chapter; Hugh Njemanze, Co-founder, Chief Technology Officer and Executive Vice President of Research and Development, ArcSight

17:30 Chairman's Summary & Close of Day

18:00 Group Networking Activity in Vienna

## CHIEF SECURITY OFFICERS' ROUNDTABLE - Day Three: Friday 3rd December 2010

### Security for Strategic Value Held Under The Chatham House Rule

Timings: 09:00 start, 10:30 coffee, 12:30 lunch, 14:45 coffee & close of day

The Chief Security Officers' Roundtable 2010 provides the ultimate forum for heads of security to discuss key security challenges with peers to develop expertise - the ideal opportunity to meet global security industry leaders & network with professionals who face a similar set of challenges as you. Distinguished security experts will facilitate interactive roundtable discussions. These open exchanges will ensure that you take away important new ideas to implement. Key topic areas of focus will be determined by the input of participants beforehand - some draft items are listed below. \*The Chatham House Rule applies. No press permitted

**Keynote by: The Deputy Mayor of London, Cllr. Richard Barnes AM, FRSA**

**Chaired by: David Burrill OBE, Director, BurrillGreen Ltd**

**Facilitated by: LTC (R) William J. Godbout, Head, Security Unit, African Development Bank; Brigadier Bhanu Sud, Senior General Manager Corporate Security and Administration, Indian Farmers Fertiliser Cooperative Ltd. - India; Crawford Robinson, Director, Global Compliance Investigations, AstraZeneca; Neil Fletcher, BP Fraud & Misconduct Investigation Team, BP International Limited; Rick McConnell, Chief Security Officer, Euroclear SA/NV; Andy Blackwell, Head of Aviation Security, Virgin Atlantic**

**10:00 Newly Confirmed Keynote Speaker: The Deputy Mayor of London, Cllr. Richard Barnes AM, FRSA** - Chairman of the 7 July Review Committee, the only public inquiry into the 7 July 2005 bombings in London, will share security insights around the 7th July London bombings & business continuity issues for businesses & London 2012

Richard Barnes was appointed Deputy Mayor of London following Boris Johnson's election as Mayor on 1st May 2008. In addition to his responsibilities as the Mayor's Deputy, Richard's policy areas include communities, cohesion and sustainability, together with health and procurement. Richard chaired the 7 July Review Committee, the only public inquiry into the 7 July 2005 bombings in London, the report of which has been downloaded over 170,000 times since publication. He also produced a report promoting business continuity to small businesses entitled 'Prepared For The Worst?'. Richard served on the Metropolitan Police Authority from 2000 to 2008, and was deputy chair between 2000 and 2004. On the London Assembly, he has been a member of the Health Committee and the Audit Panel, and was leader of the Conservative Group. Throughout his career in local government, Richard has maintained a keen interest in financial structures and processes, and ensuring value for money.

#### Item 1 What Keeps the CEO Awake at Night? Communicating a Consistent Security Message - Guest Keynote Appearance by a CEO

- What are your biggest business security threats & worries currently?
- How can security professionals gain your attention & respect?
- What influences & determines board representation?
- Instilling stakeholder confidence & getting benefits from external public relations
- Ensuring a consistent message & approach is adopted

#### Item 2 Skills for Security: What Makes a Great Security Leader? What is the Future of the Chief Security Officer Role?

- Recruiting a well-qualified security & investigations team
- Steering a top security team through the global downsizing trend
- How can internal risk compliance disciplines work with security to achieve best effect?
- Tips of honestly appraising your areas of operational strength

**Led by: Brigadier Bhanu Sud, Senior General Manager Corporate Security and Administration, Indian Farmers Fertiliser Cooperative Ltd, India**

#### Item 3 Know Your Employee: Challenges & Trends in Recruiting, Screening & Vetting

#### Item 4 How Has Security Risk Changed in the Global Financial Crisis Fallout? Adopting a Risk-Based Approach to Procuring Security Services: How can you Reconcile Costs & Security in the Real World? - Panel

- Do you compare business metrics across your suppliers at all?
- Being very clear about what it is we want from our solutions provider
- Knowing what you really want from your technology providers?
- It can't all be about cost cutting!
- Managing Security around Growth
- Integrating ERM & Security
- Effective Communications & Interactions
- How has risk changed? Do we need new metrics?
- How can security ensure that recommendations are followed through?

### Networking Schedule Of Events!

Meet your security peers in a more relaxed ambience & build trust-based networks while enjoying the sights of Vienna. The social aspect is a key part of your CSO Summit experience! Please note that all activities listed below are provisional & subject to full confirmation.

#### Tuesday 31st Nov.

Welcome Drinks Reception - Radisson Blu Palais Hotel

#### Wednesday 1st Dec.

Evening Function - one of the following options (to be confirmed):

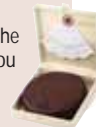
**Tour & Drinks Reception at Schönbrunn Palace** - the Christmas Market will be open in December just outside the Palace!

**Wine Tasting Tour by Torchlight** - walk through the world-famous wine-growing town of Grinzing, view the lights over Vienna. In the vineyard there will also be a wine-tasting session by torchlight!



**Networking Through Vienna on an Old Timer-Tram** - Network with peers on a Viennese tram of past decades whilst enjoying the sights through one of the most beautiful cities in the world!

**Decorating a 'Sachertorte' (famous Viennese chocolate cake)** - discover the secrets of the perfect chocolate glaze as the Demel confectioners instruct you how to succeed this task over drinks!



#### Thursday 2nd Dec.

Dinner in Vienna - enjoy an intimate group dinner with security peers in Vienna!



### Ensure Maximum Interaction with an Unrivalled Audience of Senior Security Directors...

Prestigious sponsorship opportunities range from hosting the CSO Summit welcome drinks reception, a wine-tasting tour by torchlight or an intimate dinner in Vienna to participating in a panel discussion, presenting a keynote or sponsoring the new benchmarking highlight, the CSO Roundtable! Please call +44 (0)20 7779 8866 or email [klafferty@mistieurope.com](mailto:klafferty@mistieurope.com) for more information.

- ✓ More key decision-makers to expand your contact base
- ✓ More high profile networking receptions & social interaction
- ✓ More one to one meeting opportunities with interested security investors

### Some Testimonials From Recent CSO Summits...

- "If you want to know the current state of affairs & future security trends this is the place to be!" -Chief Security Officer, Bank Credibom Portugal
- "An interesting mix of experienced & knowledgeable speakers, relevant subjects & seamless organisation added up to an excellent summit" -Managing Director, STD
- "Each day was excellent, packed with issues that could be discussed and were relevant to my business" - Director, SSR Personnel
- "Real value for money! Helps in getting to know other good security practices to compare against our own & enhance our practices to bring further value to our business" - Security Director, Bank Muscat

## 5 Easy Ways to Register

Tel: +44 (0)20 7779 8944

Email: [conferences@mistieurope.com](mailto:conferences@mistieurope.com)

Fax: +44 (0)20 7779 8293

Web: [www.mistieurope.com/cso](http://www.mistieurope.com/cso)

Mail: Guy Cooper, MIS Training, Nestor House, Playhouse Yard, London EC4V 5EX UK

## Customer Information

(please print or attach business card)

Delegate 1 Name	Position
Delegate 2 Name	Position
Delegate 3 Name	Position
Organisation	
E-Mail Address (Required)	
Address	
Country	Postcode
Telephone	Fax

The information you provide will be safeguarded by the Euromoney Institutional Investor Plc. group whose subsidiaries may use it to keep you informed of relevant products and services. We occasionally allow reputable companies outside the Euromoney Institutional Investor Plc. group to contact you with details of products that may be of interest to you. As an international group we may transfer your data on a global basis for the purposes indicated above. If you object to contact by telephone , fax , or email  please tick the relevant box. If you do not want us to share your information with other reputable companies please tick this box .

## Payment Method

Pay Online at [www.mistieurope.com](http://www.mistieurope.com)

(all fees must be paid in advance of the event)

Cheque enclosed  Please invoice my company PO#  
(payable to MIS Training)

Credit cards can be taken over the phone or online.

Please call +44 (0)20 7779 8944 or visit [www.mistieurope.com/cso](http://www.mistieurope.com/cso)

Please include billing address if different from address given above

Please note that in completing this booking you undertake to adhere to the cancellation policy and payment terms.

Signature	Date
Approving Manager	Position

## Please send me information on:

- 3rd Annual Chief Information Security Officer Middle East Summit & Roundtable, 31 Jan – 2 Feb 2011, Habtoor Resort & Spa Hotel, Dubai – UAE
- Middle East Fraud & Corruption Summit, 31 Jan – 2 Feb 2011, Habtoor Resort & Spa Hotel, Dubai – UAE
- Fraud & Corruption Africa Summit, 1– 4 March 2011, Cape Town - South Africa
- 5th Annual Fraud & Corruption Summit - Europe, 6 – 8 April 2011, Copenhagen - Denmark
- 2nd Annual ICT Security Summit Africa, 17 – 20 May 2011, La Palm Royal Beach Hotel, Accra – Ghana
- 8th Annual CISO Summit & Roundtable, 22 – 24 June 2011, Rome – Italy
- 6th Annual Audit, Risk & Governance Africa Conference, 22 – 25 July 2011, Mauritius
- Conferencia Latinoamericana de Responsables de Seguridad de la Información, 23 - 26 Agosto 2011, Rio de Janeiro - Brazil
- 3rd Annual Security Africa Summit, 20 - 23 September 2011, Cape Town – South Africa

For further information, please contact Sara Hook, Director of Conferences, MIS Training Institute Tel: +44 (0)207 779 7200 or Email: [shook@mistieurope.com](mailto:shook@mistieurope.com)

**Cancellation Policy:** Should a delegate be unable to attend, a substitute may attend in his or her place. A credit or refund, minus 10% administration charge, is available if written notification is received by 12th Nov 2010. Thereafter, no refunds will be given. MIS reserves the right to change or cancel this programme due to unforeseen circumstances. Founded in 1978, MIS Training Institute is the international leader in providing training & conferences to information security, audit, fraud & IT audit professionals. With offices in the USA, UK, & Asia, MIS is a division of Euromoney Institutional Investor Plc (FTSE250) and is part of the Daily Mail & General Trust (DMGT). [www.mistieurope.com](http://www.mistieurope.com). To Register Call +44 (0) 20 779 8944, Fax +44 (0) 20 7779 8293, Email: [conferences@mistieurope.com](mailto:conferences@mistieurope.com) or Visit [www.mistieurope.com/cso](http://www.mistieurope.com/cso).

## NEW for 2010! Spouse programme

Given the senior level of attendees, the strong networking focus & the attractive locations chosen for the CSO Summits, many attendees traditionally chose to bring partners to this event or arrange to stay on for the weekend. As such, MIS will organise a spouse programme to take place the morning of 3rd December 2010 while delegates will be attending the CSO Roundtable. This offers a unique opportunity for spouses / guests to meet up & visit Vienna's world-class attractions & museums as a group. The itinerary will be suited for the group's requirements. Email [conferences@mistieurope.com](mailto:conferences@mistieurope.com) for further details.

When registering for this conference please quote: SALES

## Bring a Guest for FREE!

Bring a colleague along with you to the CSO Summit 2010 & they pay no fee!

To apply please email [conferences@mistieurope.com](mailto:conferences@mistieurope.com), noting that the following terms & conditions apply to this offer:

- The colleague (Guest) must be able to demonstrate that they are currently practising as CSO, or working in a senior security or risk related role. The Guest must not be working for an organisation (or subsidiary, or as an independent consultant) that provides professional security product, vendor or recruitment services, software development, outsourcing, ICT or consultancy / advisory services.
- The offer only applies to attendees who have not pre-registered (or registered & cancelled) for the CSO Summit 2010 with MIS directly as reimbursements or credits are not possible.
- This offer has a limited number of places available & includes entry to the 3-day event & networking activities. MIS would not be responsible for any travel or accommodation costs or arrangements.
- The final decision is at the discretion of MIS Training Institute.

## Registration Information

The summit fees:

<input type="checkbox"/> 4th Annual Chief Security Officer Summit	£1,995(+20% Austrian VAT)
<input type="checkbox"/> 50% Discount for Police, Judicial, Intelligence, Military Organisations	£998(+20% Austrian VAT)

(to qualify for the above discount, the organisation or person registering must not be a vendor or consultancy)

- Please include your company VAT number \_\_\_\_\_
- Special group discounts available. Please call for details.

The fee includes:

- Entry to 3-Day Event • CPEs & Certificates
- Networking Functions - Dinners, Receptions & Local Tours (details subject to final confirmation)
- Official Summit Materials on USB, Leather Portfolio & Web-link to All Updated Presentation Materials

## About the Venue & Accommodation

Radisson Blu Palais Hotel Vienna

Parking 16, 1010 Vienna, Austria [www.radissonblu.com/palaishotel-vienna](http://www.radissonblu.com/palaishotel-vienna)

Tel: +43 (0)1 515 170, Fax: +43 (0)1 512 22 16

### Background & Location:

The Radisson Blu Palais Hotel is located in the Palais Leitenberger & Henckel von Donnersmarck on the historic Ringstraße, overlooking the city centre's green "Stadtspark" & the famous Johann Strauss monument. Located in the historical city centre at the Ringstrasse, the Radisson Blu Palais Hotel is within walking distance from Stephan's Cathedral, State Opera House, Musikverein, shopping malls & museums. Tramway, underground and bus stations are just around the corner. The five-star Radisson Blu Palais Hotel is only 20 minutes away by car from Vienna International Airport.

Experience an atmosphere reminiscent of the Austrian-Hungarian Empire in the hotel's 247 elegantly decorated & comfort guestrooms. Since 1872, the Palais Henckel von Donnersmarck, the Count's wedding present to his second wife Laura Countess Henckel von Donnersmarck, and the Palais Leitenberger that belonged to the textile manufacturer & art patron Friedrich Baron Leitenberger, have been among the most impressive buildings of the city. The two palaces were carefully restored to their original state. The hotel's spa offers floating therapy, massages & beauty treatments in 500 sq meters of health and wellness area, a solarium, sauna, sun bathing terrace & a charming swimming pool.

### Accommodation & Reservations:

Delegates are responsible for the arrangement & payment of their own accommodation in Vienna. MIS Training Institute has arranged the following discounted rates at The Radisson Blu Palais Hotel:

Classic Single Room: EUR 159 per room & night

Classic Double Room: EUR 179 per room & night

All mentioned rates are valid per room per night, including all taxes and service charges, including buffet breakfast at the Palais Cafe.

All accommodation bookings should be emailed to Daniel Welsler at the Reservations Department on [Daniel.Welsler@radissonblu.com](mailto:Daniel.Welsler@radissonblu.com). MIS Training is not liable or responsible for any hotel bookings. We cannot guarantee availability as limited rooms are available. We would advise booking as soon as possible.