# VOL. 2 | OCTOBER 2020

EVOLUTIONS

Evolving your business with Evolve

Data that goes bump in the night

While organisations have adapted work practices to allow remote working due to the COVID- 19 pandemic, criminal organisations have embraced the opportunity to increase cyber attacks, hacking and ransomware through:

- Weaker security control at employee homes
- Integrating personal devices into corporate networks
- COVID themed lures in emails and social media
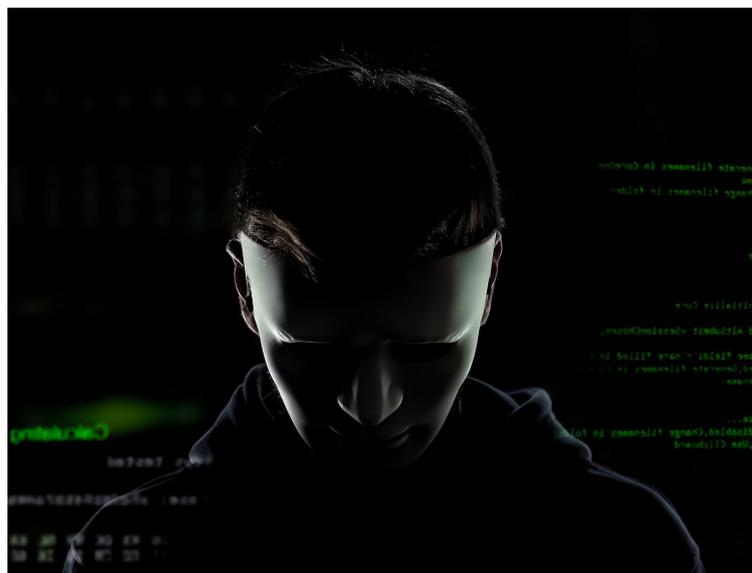
OVERVIEW:

- Security Incident Planning
- Preparing for POPIA
- Managing Complaints
- Planning for Black Swan

The Halloween edition of Evolutions will focus on the issues that cause information nightmares as well as preparing for POPIA compliance.

The 2021 Q1 release of Evolve will be focused on functionality required to meet POPIA regulations, with additional audit and event logging on data accessed and with a complaints module to assist with managing queries and complaints

SECURITY INCIDENT PLANNING

With the incredible responsibilities that POPIA is bringing to companies to safeguard client and staff data it is imperative to be prepared to respond to any data security threat.

Security Incident management is not only a response to a threat but an ongoing cycle of:
- Preparation
- Identification
- Containment
- Eradication
- Recovery

Use each incident or potential threat as a learning opportunity to improve your defences.

In the event of a crisis ensure that every action that is taken is documented.

Ensure responsibility for each action is assigned to a single accountable person.
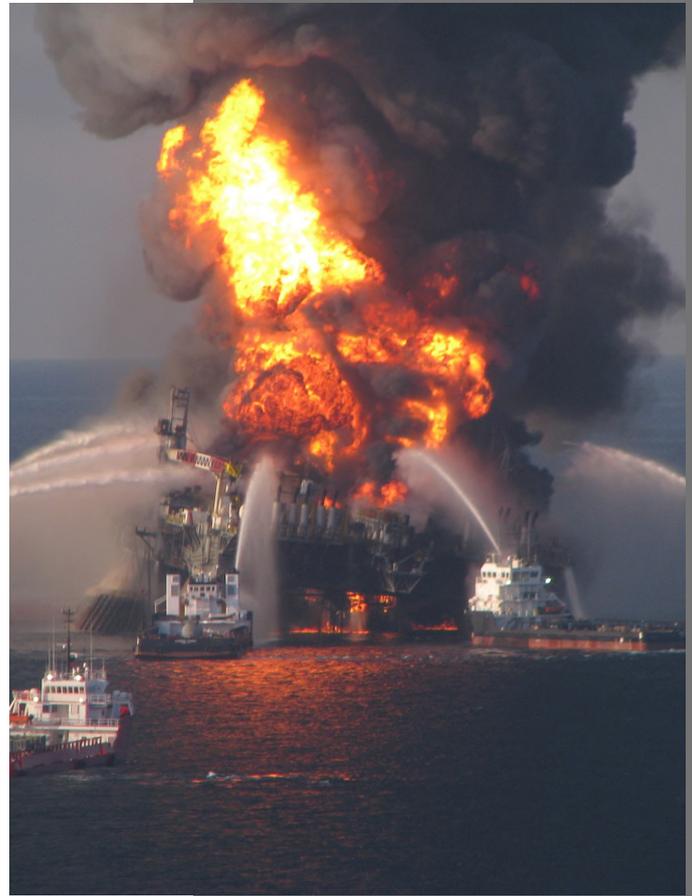
1. Preparation

The ongoing assessment of potential threats and implementing controls to prevent incidents or minimise the impact of the incidents

2. Identification

Identification of actual or potential threats that could impact on system security and operations

5. Recovery

Return the affected systems to operations and apply lessons learnt for Preparation

3. Containment

Contain the impact of the incident to prevent and minimise disruptions and losses

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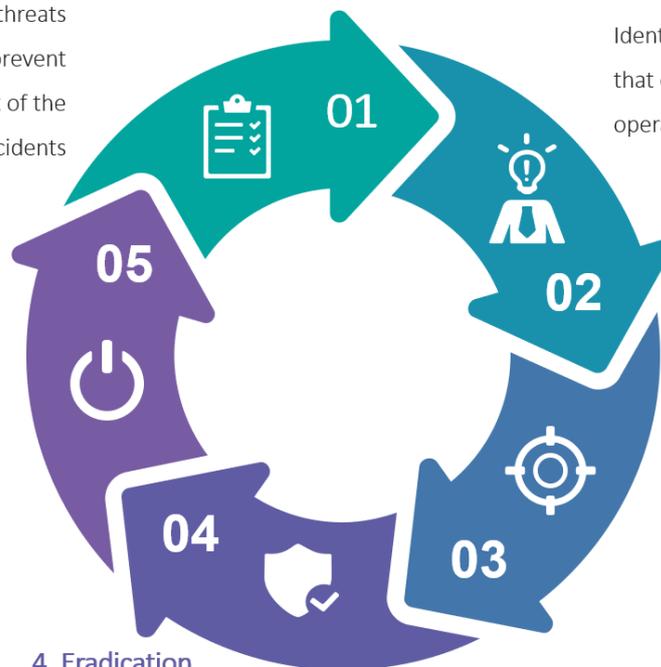
4. Eradication

Remove the threat from the system and investigate the root cause and vulnerabilities

There are only two types of companies, those who got hacked and those who will be - *Robert Mueller*

Evolve Academy helping your POPIA awareness

Evolve Insure now has a built in online training tool - Evolve Academy - which comes at no additional cost to existing licence holders.

Evolve Academy will provide content and videos to train staff on the use of Evolve but can also be used as a train-and-test tool to teach staff business and regulatory knowledge and then assess their proficiency and provide grading on results.

The 2021 Q1 Evolve Release will have a POPIA awareness training and assessment module preloaded.

Did you know?
Evolve already encrypts and masks ID numbers and bank account numbers.

What is the definition of personal information?

"personal information" means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to:

1. information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the person;

2. information relating to the education or the medical, financial, criminal or employment history of the person;

3. any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person;

4. the biometric information of the person;

5. the personal opinions, views or preferences of the person;

6. correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence;

7. the views or opinions of another individual about the person; and

8. the name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person.

Who's complaining?

It seems everyone is complaining all the time. But listening to an irate customer complaining is not the worst thing that could happen to your business.

According to research by Esteban Kolsky, 13% of unhappy customers will share their complaints with 15 or more people, but only 1 in 26 customers will complain to you.

Sadly, the customers who are not complaining to you might simply stop doing business with you, and you might never be able to get them back.

Customer complaints highlight failures in your service delivery and using complaints positively allows you to improve.

Resolving a complaint quickly and completely could turn an unhappy customer into a loyal customer that praises your brand.

The 2021 Q1 Release of Evolve brings a free gift to our clients - a Complaints module for managing complaints, queries and compliments. Who's complaining?

Planning your Black Swan implementation

The internal testing of the Black Swan release has been completed and your implementation partner has received the technical implementation notes. Your implementation partner will contact you to discuss which components you would like to implement.

Depending on the components you would like to implement an implementation and test plan will be developed with your team and the Black Swan release will be implemented into your test environment for user acceptance testing and training. Once signed off the solution will be deployed.

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