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**Report on Resilience First Webinar**

**17 June 2020**

**‘The Internet: Our backbone in coping with the impacts of Covid-19’**

***Speakers:***

**Adrian Criddle, Vice President, Intel UK**

**Andrew Glover, Chair, Internet Services Providers' Association UK**

**Cath Goulding, Chief Information Security Officer, Nominet UK**

***Chairman:***

**Kevin Duffey, Managing Director, Cyber Rescue**

***Key Messages***

* Internet capacity has held up well with the extra demand around Covid19. Traffic has been doubling year on year and while [daytime usage has surged](https://www.dropbox.com/s/oig3vj6q5sr7o5m/TrafficSlide.pptx?dl=0) recently overall traffic has not been outside expectations: there remains plenty of headroom capacity. Networks are still below the peak demands seen during large video game releases and, in general, remote working uses less data than other activities like email and video conferencing.
* With Covid19 and the start of home working there was an incredible demand for hardware, comparable to Christmas and Black Friday combined. The tech industry has come together collaboratively to find solutions to the problems and ensure communications are maintained.
* The biggest issue facing business is how to secure supply chains that are increasingly both extended and critical. Supply-chain security is a huge issue for the tech sector post Covid19 and securing corporate supply chains should be the number one priority for CISOs over the next year.
* Companies should use [automated cyber resilience dashboards](https://www.dropbox.com/s/fu79xi59mqvm8a7/Executive%20Dashboards%20of%20Cyber%20Resilience%20for%20Resilience%20First%20members%20-%20June%202020.pdf?dl=0) to verify that their suppliers are actually complying with their contractual controls. Hackers will target vulnerable suppliers and then turn their attention to all of their customers.
* In terms of supply-chain resilience, companies should have more than one source for any critical dependency. For many, that is internet access. 5G will provide more reliable and faster connectivity to enable more exciting opportunities. Excluding anyone from a supply chain is going to disrupt that supply chain.
* More regulation is likely from government to ensure that companies are securing their own supply chains but best practice rather than regulation is the answer.
* During the pandemic, there has been an increase in phishing using Covid19 and related terms as triggers in emails. There has been a 30% increase in the suspension of domain names linked to such activity and an increase in fraudulent regulated goods such as PPE being advertised over the web.
* The UK has already done much in terms of supply-chain resilience in preparation for Brexit. Lessons have been learnt during the pandemic about the need to look after
* people, customers and communities and how that is achieved during lockdown.
* The Covid19 crisis has raised serious questions about China’s actions and its role in digital supply chains and this has generated implications for the role of Huawei in 5G. The potential is huge for 5G but the security and political factors are currently pulling in different directions. The Huawei issue is big enough in itself but Covid19 has raised wider questions.

The speakers answered a series of questions from the participating audience.

**The full video recording can be found** [**here**](https://youtu.be/3_Dx4h8_tsM)**. The presentation slides can also be downloaded:**

* **Internet Traffic graphed during Covid19 is** [**here**](https://www.dropbox.com/s/oig3vj6q5sr7o5m/TrafficSlide.pptx?dl=0)
* **Executive Dashboard of Cyber Resilience is** [**here**](https://www.dropbox.com/s/fu79xi59mqvm8a7/Executive%20Dashboards%20of%20Cyber%20Resilience%20for%20Resilience%20First%20members%20-%20June%202020.pdf?dl=0)**.**

**Speaker Biographies**

**Kevin Duffey**

Kevin Duffey is Managing Director of Cyber Rescue, the European leader in helping executives to measure, monitor and mitigate harm from cyber-attacks. Cyber Rescue’s members include Mizuho, Nomura, Penguin, Sainsbury’s, Tesco Bank, Virgin Money, Vodafone, Swedbank, Whitbread and regulators in several countries. Kevin joined Cyber Rescue in 2015.

Kevin enjoyed two careers before his current role. First, he worked in what we now call ‘Cyber’ for two decades, including as CEO Nordics, CEO Asia, and on the UK Board of the UK’s largest systems integrator, Logica (now CGI). He oversaw digital innovation for banks, telcos and governments in over 20 countries, with clients ranging from GCHQ and the MoD, to the Reserve Bank of India and the Government of the Philippines.

Kevin’s second career was a decade in ‘Rescue’ and security. As Group GM at International SOS, he oversaw the evacuation of 4,000 people from Egypt and Libya during the Arab Spring. He deployed responses to the Fukushima nuclear crisis in Japan and the Ebola crisis in Sierra Leone. He was then headhunted to run G4S International, managing staff in 30 countries as they moved billions of dollars of gold and high-denomination currencies.

**Adrian Criddle**

Adrian Criddle is Vice President in the Sales and Marketing Group and serves as country and General Manager for the UK at Intel Corporation. Based in the south of England, he leads the UK country team, representing all of Intel’s business groups to provide innovative business solutions across the company’s product and services portfolio, with a wide range of solutions for Intel customers and industry partners throughout the UK.

Before assuming his current role in early 2018, Adrian was general manager of Intel’s business management group for the Europe, Middle East and Africa region. He was responsible for the company’s business across the region, encompassing supply chain, business management, sales operations and technical enabling for products and services. Earlier in his tenure at Intel, Adrian was director of multinational accounts with responsibility for Intel’s EMEA business across various customer accounts. He also previously oversaw UK consumer and business sales and marketing.

Adrian joined Intel in 1999 from Simmons Magee PLC where he was European business development manager. He spent 10 years within the enterprise reseller, solution and distribution ecosystem working closely with IBM Corp., Sun Microsystems Inc., Novell Inc. and Oracle Corp., delivering solutions and services to Fortune 100 companies. His career began with a four-year apprenticeship at Ferranti Computer Systems and Honeywell Control Systems where he held various technical positions in software and hardware design, electronic manufacturing, business management, sales, marketing and field engineering.

A member of the UK’s Institute of Directors, Adrian holds an engineering industry certificate and a national certificate in mechanical engineering, both from Bracknell College in England; and a Higher National Certificate in electronic engineering from Farnborough College of Technology, also in England.

**Andrew Glover**

Andrew joined the Internet Service Providers Association Council in spring 2014 and became Chair in 2016. He is the Founder of Bridge Fibre, Bridge Partners and Air Broadband.

Bridge Fibre specialise in supplying and managing connectivity to science parks, innovation centres and multi-tenanted buildings while Air Broadband is a small consumer ISP initially focused on rural fixed wireless but increasingly supplying full-fibre connections.

Andrew is married to Janet (an Anglican Minister), lives in Cambridge with their Staffordshire dog, and has a 1st class degree in Maths and Computing from UEA.

**Cath Goulding**

Cath has 19 years’ experience in the cyber-security profession having worked for both UK Government and the private sector. A thought leader in her field, she frequently speaks at security and internet conferences and has provided articles and comments for multiple publications. Her career was profiled in the *Financial Times* and she has appeared on the BBC multiple times.

Cath currently works as Chief Information Security Officer for Nominet UK, the internet company best known for running the ‘dot.uk’ registry and therefore critical to internet operations in the UK. Prior to joining Nominet, Cath worked at GCHQ holding a variety of posts in the field of cyber security.

Cath has a BSc in Mathematics, an MSc in Human Computer Interaction and is CISSP qualified. She was awarded Security Champion at the Women in IT awards 2015 and sits on the board of the [Women's Security Society.](https://www.womenssecuritysociety.co.uk/)