

RSA[®]Conference2019

San Francisco | March 4–8 | Moscone Center

Security At 36,000 Feet

Emily Heath

Vice President & CISO

United Airlines

@CISOEmilyHeath

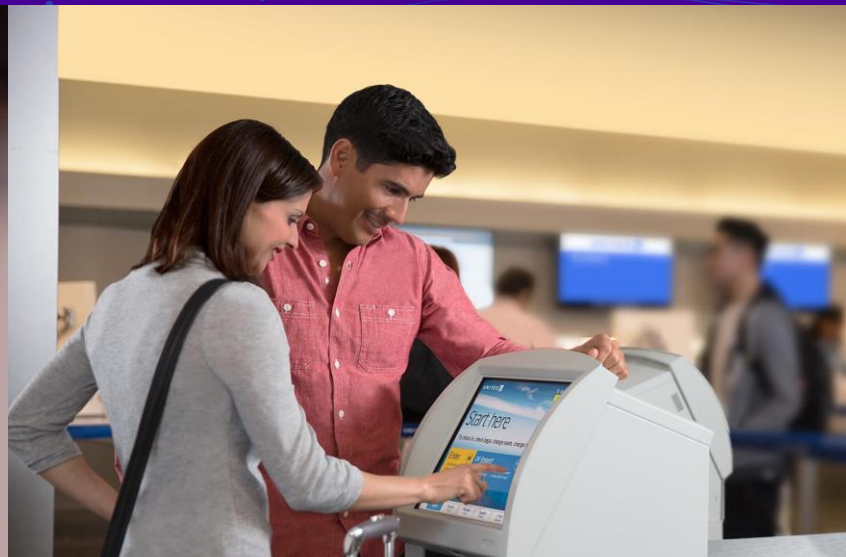


BETTER.


Agenda

- The United footprint
- How we frame our security program
- Our philosophy and approach
- Things to apply to your program
- An eye on the future





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Reservation details

Aircraft: Boeing 737-900
Class of service: United Economy
Meal: Meals for purchase 9h 13m
Travel time: 9h 13m
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MARILYNUE BRINKER

Baggage information ⓘ

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BRINKER/MARILYN

Boarding Group **3**

Gate **B8**
Seat **22F**

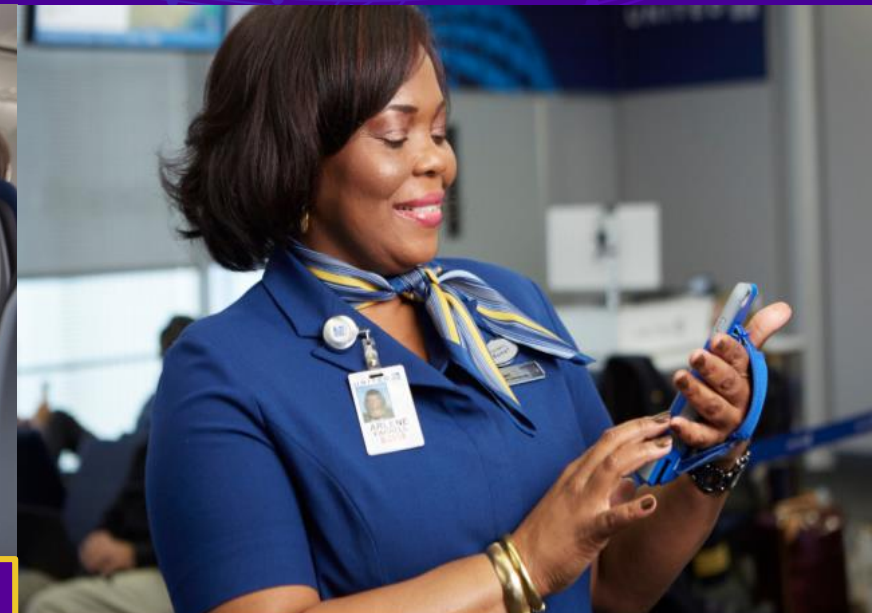
Boarding begins **9:40 AM**
Boarding ends **10:15 AM**

View flight status

UA 499

10:20 AM → **1:12 PM**
CHICAGO-CHARE → **SAN FRANCISCO**
FRI, OCT 26, 2017 FRI, OCT 26, 2017

Confirmation: **HTT8WB**
Cabin: **ECONOMY**
Frequent Flyer: **Y2123456**



Employee



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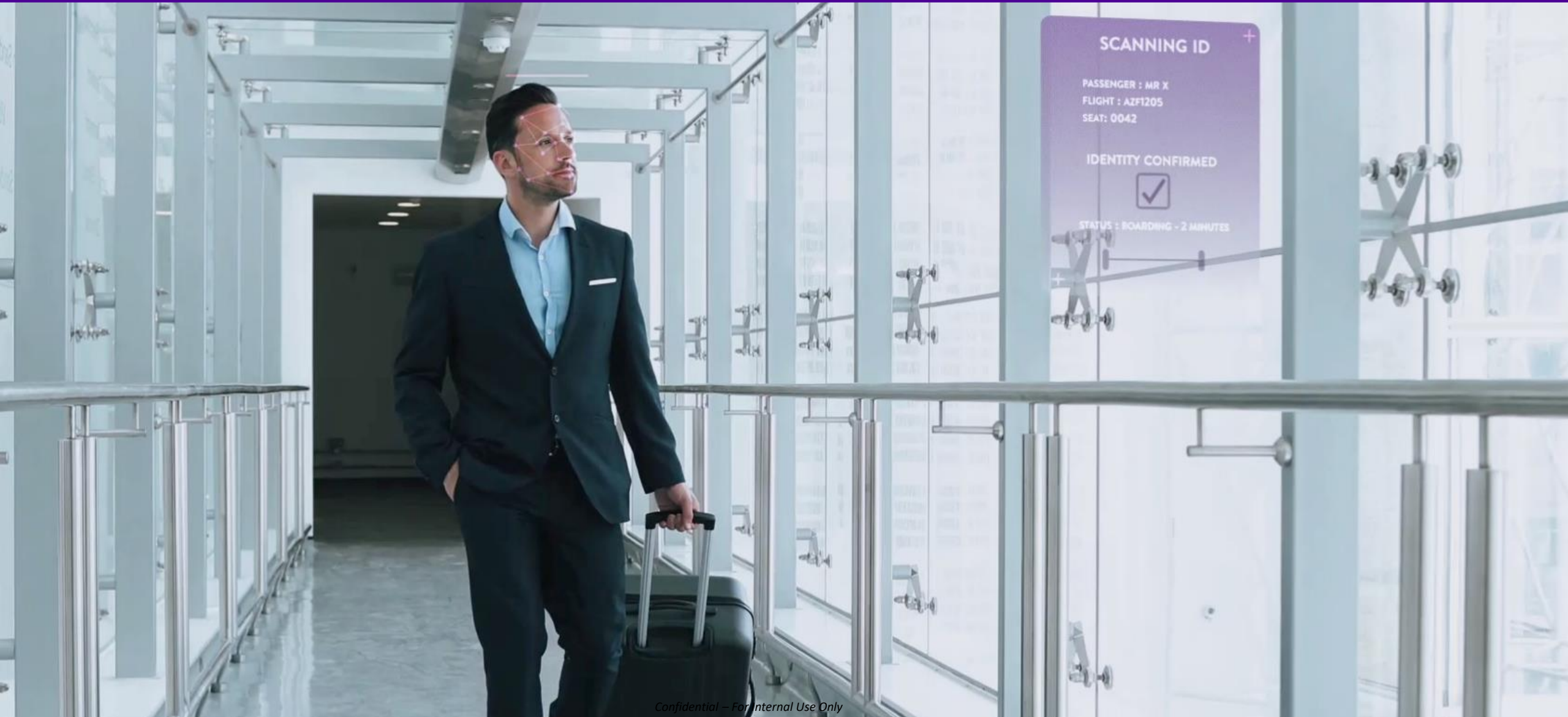
Ecosystem



STAR ALLIANCE



A Peek Into The Future of Travel...



How We Frame Our Security Program

Underlying Infrastructure & Networks

- Computers
- Servers
- Networks
- Cloud environment
- Applications
- Mobile devices
- Etc.

Sensitive Data

- Employee data
- Customer data / Personally Identifiable Information (PII)
- Compliance data (Sarbanes Oxley, GDPR, etc.)
- Financial data
- Strategic / company data

Critical Operational Systems

- Critical systems that run the airline
- Operational systems without sensitive data
- Systems that could cause operational or financial impact

Aviation Ecosystem

- Aircraft
- Airports
- 3rd party & supply chain
- Government agencies & partnerships (DOT, DHS, TSA, FAA, etc.)

Our Philosophy & Approach

Business First

- Get clear on what matters to your company the most, where are the greatest risks?
- Partner with & serve your business
- What are the critical functions that run your business? Think beyond data & protect your operations too.
- Risk is inevitable, we will need to accept some – make sure it is conscious, agreed upon and documented

Culture & Brand

- Honesty and transparency – talk about security, risk and real threats
- It is our responsibility to educate, advise and inform so the business can make risk based decisions with all the facts
- We must encourage creativity – cyber risks are ever evolving, doing things the way we have always done them wont work

Talent & Team

- As leaders we have an obligation to create a team environment that is set for everyone's best success
- Diverse workforce is game changing – what does that mean to you?
- How are you preparing for the skills you will need to solve tomorrows problems, not today's?
- Hire for skills, not for titles

Things To Apply to Your Program

- *Really* understand *your* ecosystem
 - Think about operations, not just infrastructure and data
 - What does your supply chain look like
 - How does the convergence of physical and cyber affect your business
- Take charge of your culture & brand
 - Lead with transparency
 - Serve your business partners
 - Offer to give cyber briefings anywhere you can – evangelize!
- Commit to leading with a diverse mindset – our industry needs you to inspire change
 - Partner with non profits and community colleges
 - Commit to a diverse slate of candidates when hiring
 - Lead with heart – we're human beings before we're anything!

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Thank You!

