

Migrating to Zero Trust

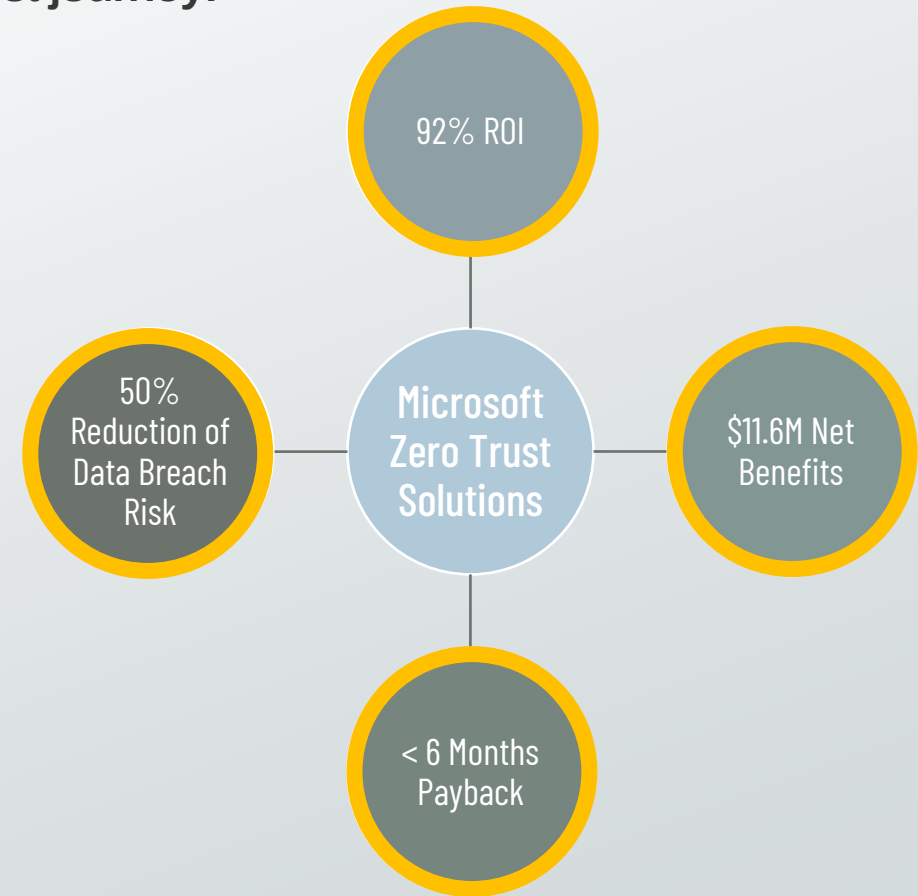
Building a Zero Trust Business Case

- A strong business case is essential to a successful Zero Trust journey.
 - ✓ Communicates the Business Value of Zero Trust
 - ✓ Helps you Obtain Essential Executive Support

Business Benefits of Zero Trust

- Seamless Supports Work From Anywhere
- Enables Secure and Rapid Cloud Migration
- Provides Cost Savings Through Simplified Security
- Provides Improved Brand Reputation and Public Trust
- Supports Strategic and Competitive Differentiation

Key Takeaway: We must translate IT speak into strategic and operational business benefits, i.e., business speak.



A Forrester Total Economic Impact™ Study Commissioned by Microsoft

The Challenge of Change

- Zero Trust's main hurdle is cultural, not technological.
- Roughly half of all organizational change efforts fail.¹

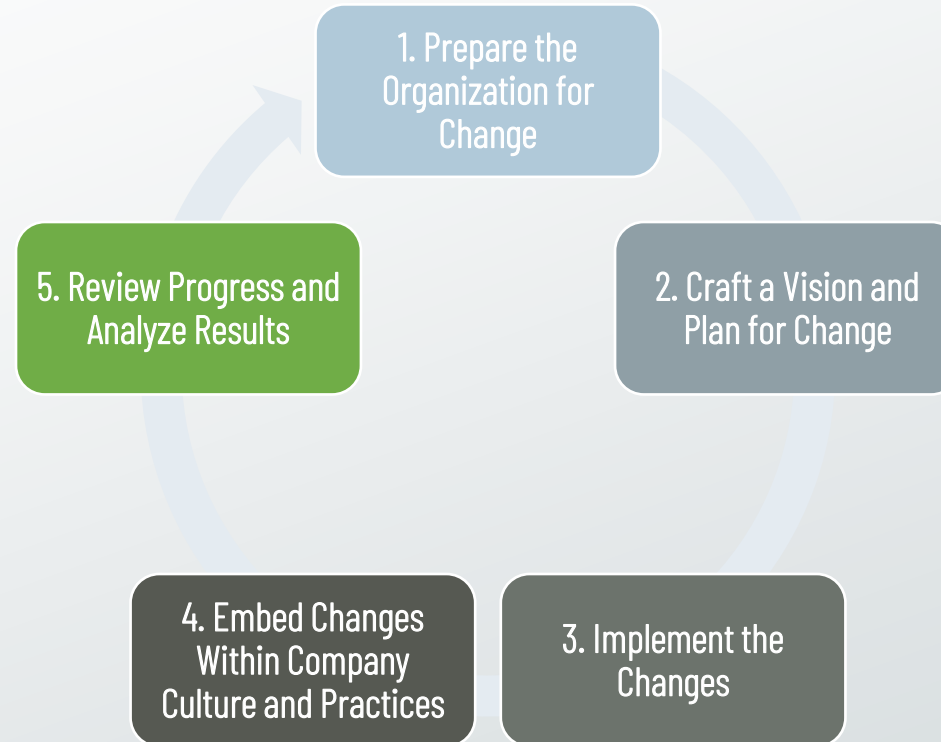
Why Zero Trust Requires Change Management

- Changes the way people work.
- Shifts the security focus from network to identity.
- Requires eliminating information technology silos.
- Enterprise architecture effort that requires coordination across business and IT.
- Resistance to change is inevitable.

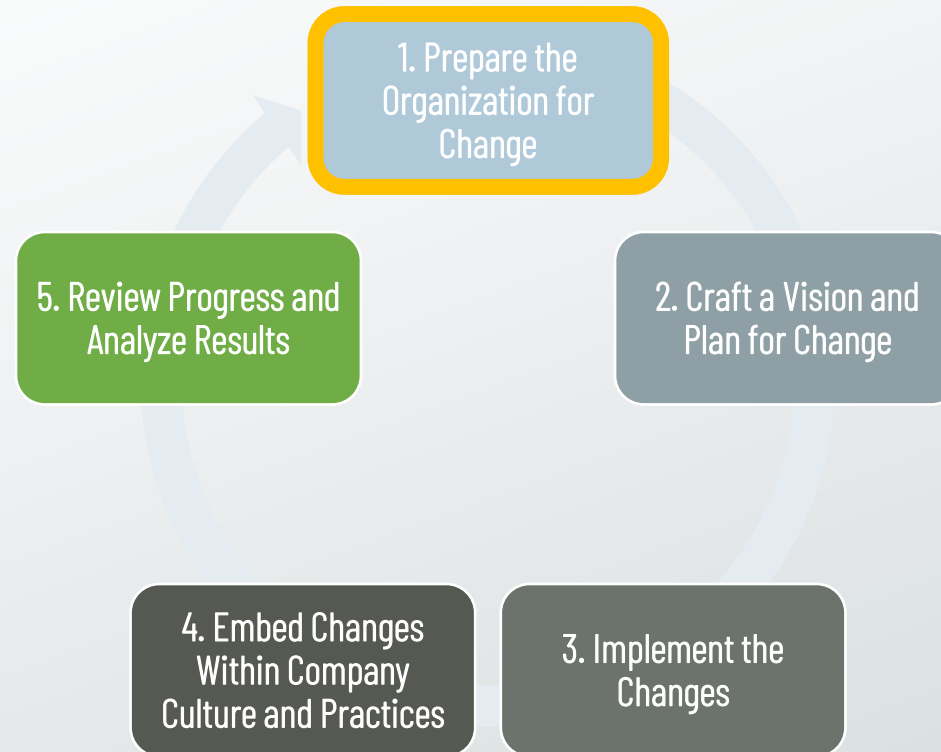


Key Takeaway: Effective change management is crucial to the success of any Zero Trust journey.

The Change Management Process

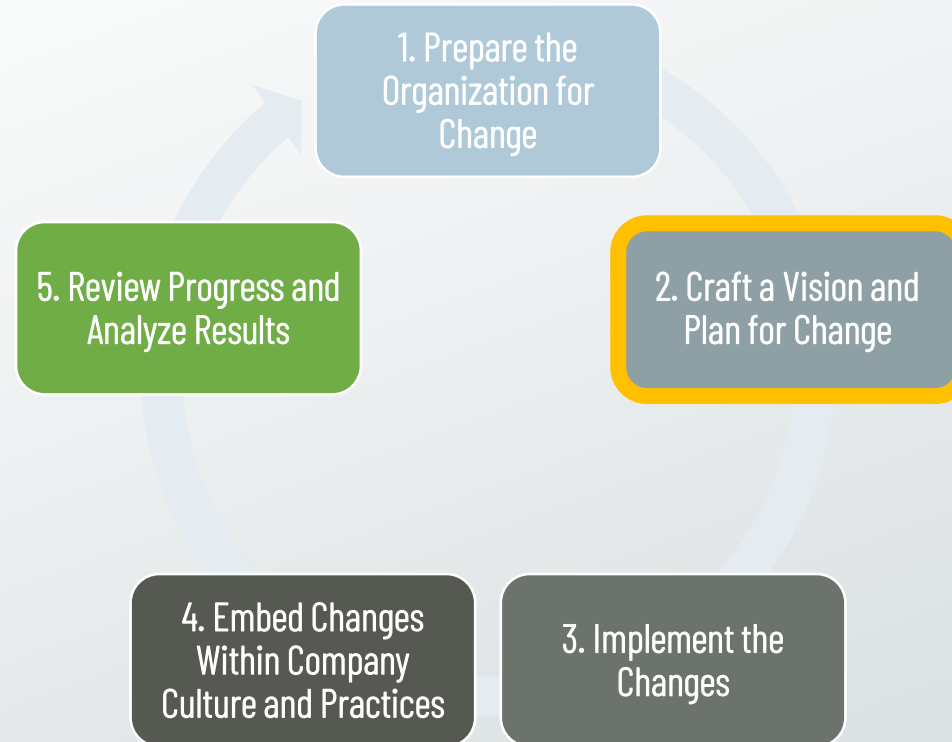


The Change Management Process



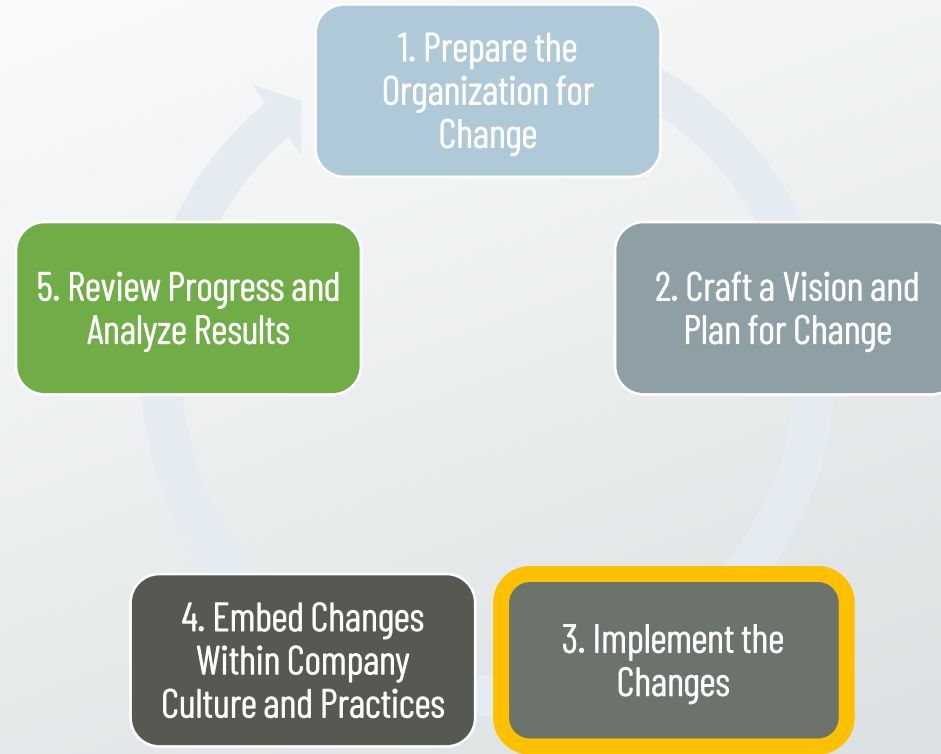
First and foremost, you should help the organization and its employees understand the need for change, which helps build buy-in for the effort and reduces friction and resistance to change.

The Change Management Process



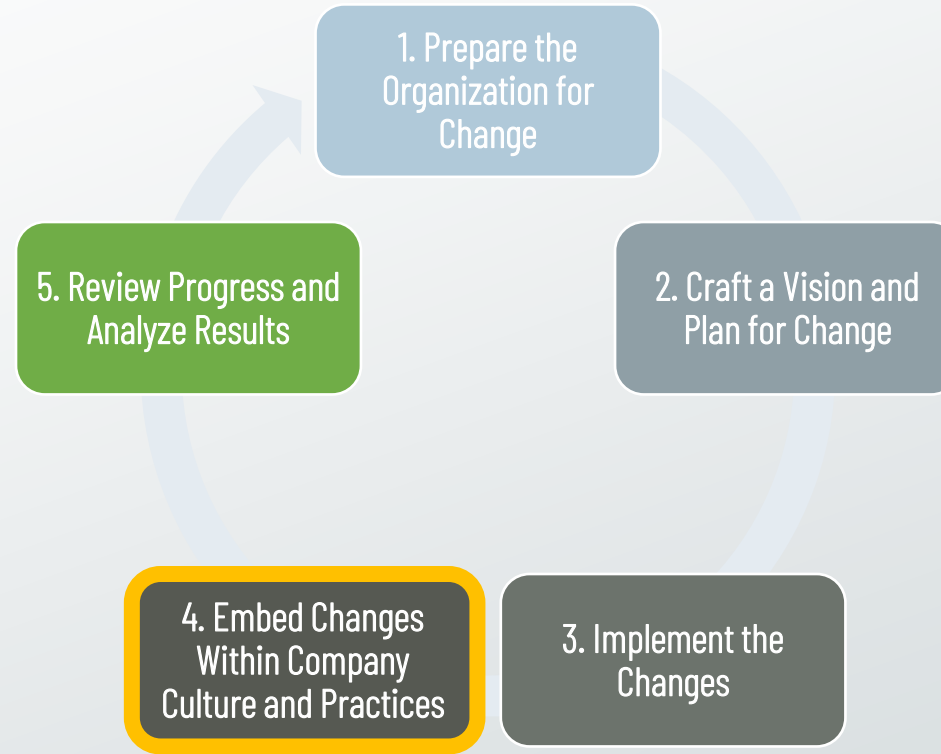
Next, you should craft your vision and plan for the change, including developing the strategic goals, key performance indicator metrics, the key stakeholders and team, and the project scope.

The Change Management Process



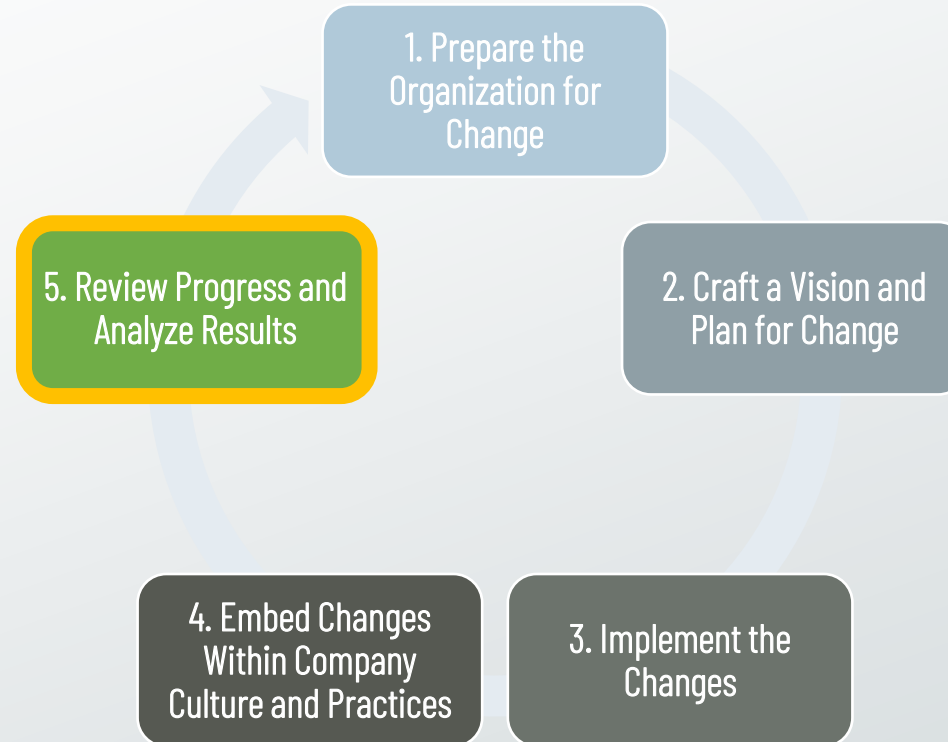
Next, you should begin your implementation process, looking to tackle low-hanging fruit first, and celebrating short-term wins along the way.

The Change Management Process



After the change has been implemented, you're not done. You should look to embed changes within the organization's culture to prevent employees from reverting back to their "old way" of doing things.

The Change Management Process



Lastly, ensure you analyze and review your results to determine how successful the project was, and to provide insights and lessons learned for future change efforts.

Multi-Factor Authentication (MFA) Use Case

The Plan

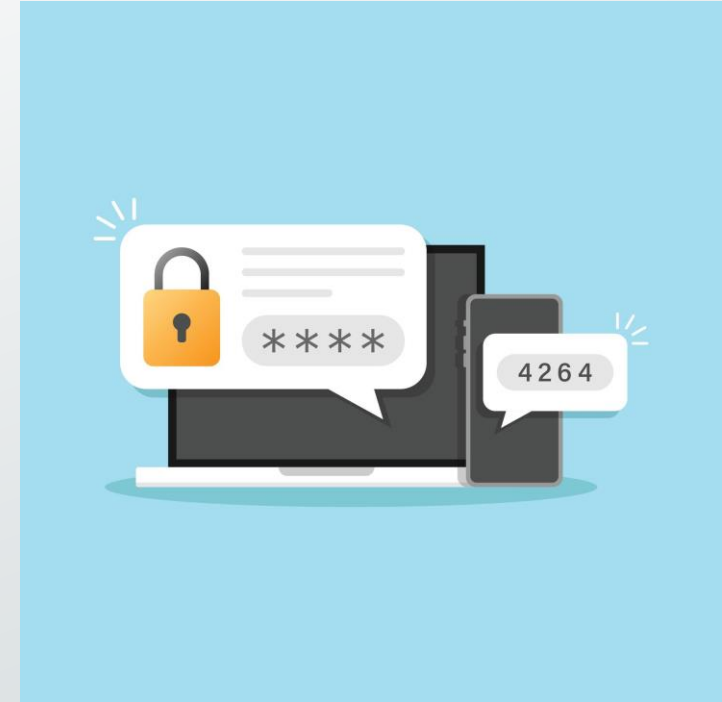
Require MFA on all customer-facing applications.

Business Case

Requiring MFA reduces the risk of unauthorized access to systems resulting from compromised user credentials by 90%.

Strategic Goal

MFA demonstrates our commitment to protecting the confidentiality and integrity of our customer data and establishes brand trust.



Tips for Successful Change Management



Assess the Current State of Your Organization



Clearly Define Your End Goal



Understand That It's Not a One-Person Job



Communicate Constantly



Benchmark Against Best-In-Class



Be Prepared for Resistance

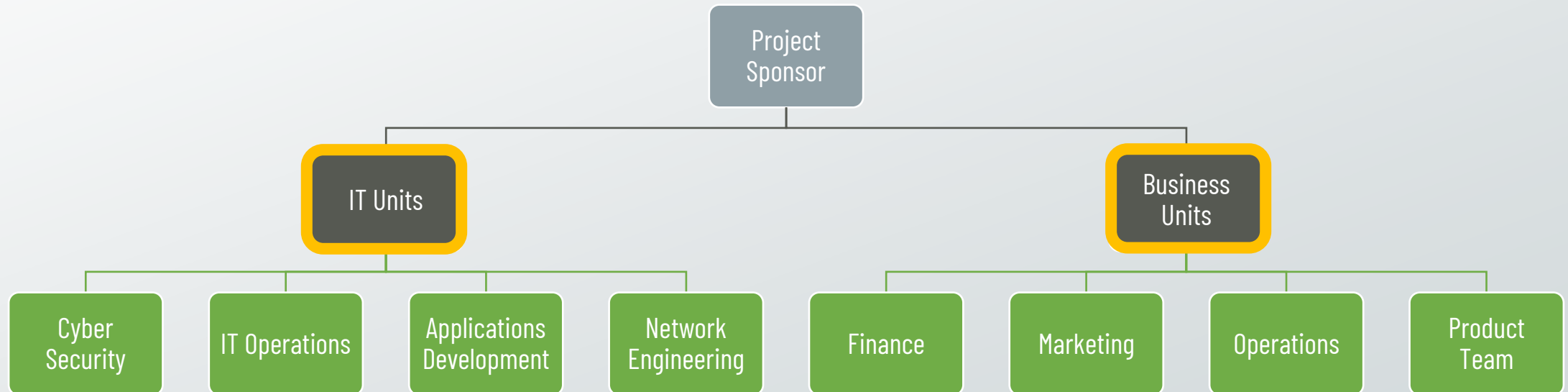


Realize That Success Requires Failure

Remember: Zero Trust is a journey, and it will take time.

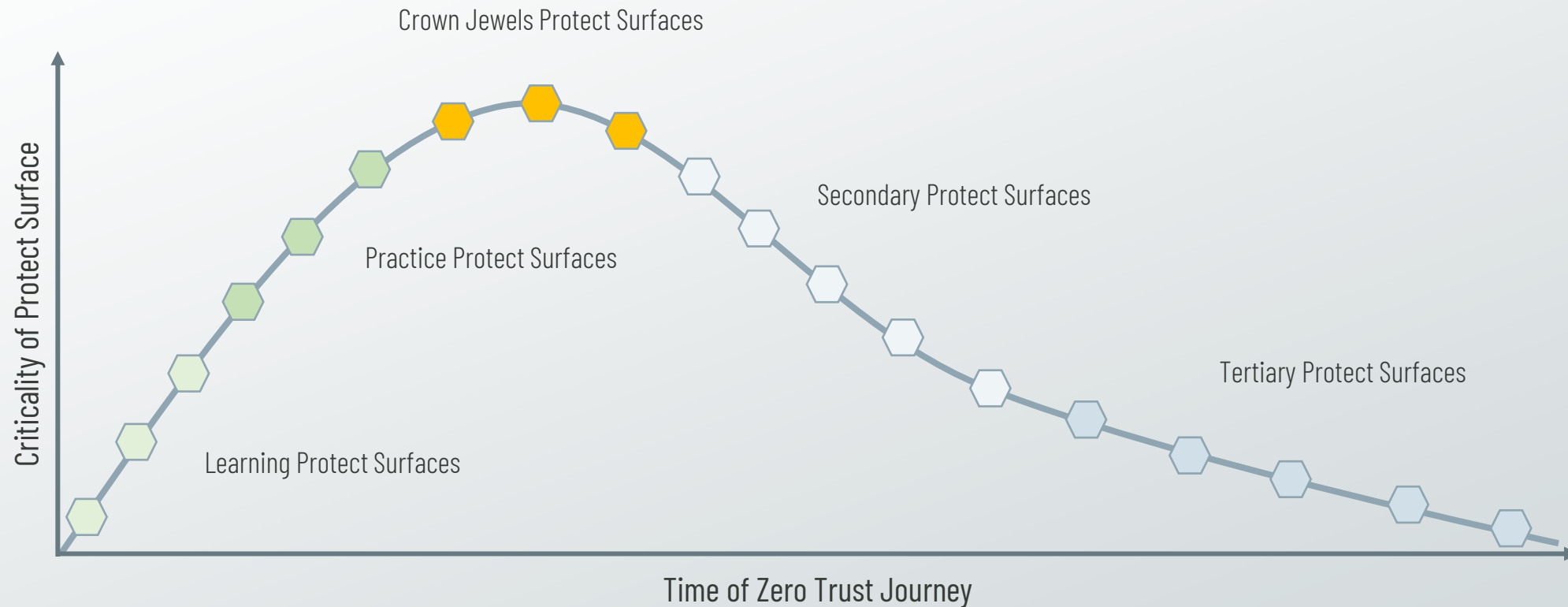
Creating a Zero Trust Team

- Zero Trust is an enterprise architecture effort that requires coordination across business and IT.
 - ✓ **Executive Champion:** CIO or CISO
 - ✓ **Project Sponsor:** Zero Trust Program Management Office (PMO)
 - ✓ **Cross-Functional Working Group:** IT and Business Units



Key Takeaway: Zero Trust touches every aspect of an organization (technology, processes, and operations).

Leveraging the ZT Implementation Curve



Key Takeaway: Provides a pragmatic approach to implementing Zero Trust.

Tips for a Successful Zero Trust Journey



Form a Dedicated Zero Trust Team

Zero Trust is an enterprise architecture effort that requires a cross-functional team.



There is No “Best Practice”

There are numerous standards and recommendations; use which ones work best for you.



Take Advantage of What You Already Know

Leverage your in-house expertise to kick-start your Zero Trust journey.



Focus On Low-Hanging Fruit First

Get quick wins with protect surfaces that can be secured with little effort.



Simulate First Before Putting Into Production

Always test in a development environment before deploying to your production environment.



Plan for Failures

They will inevitably happen.



Commit to Cultural Change

Remember, Zero Trust’s main hurdle is cultural, not technological.