

# Information Management

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# Topic and its context (Concept map)

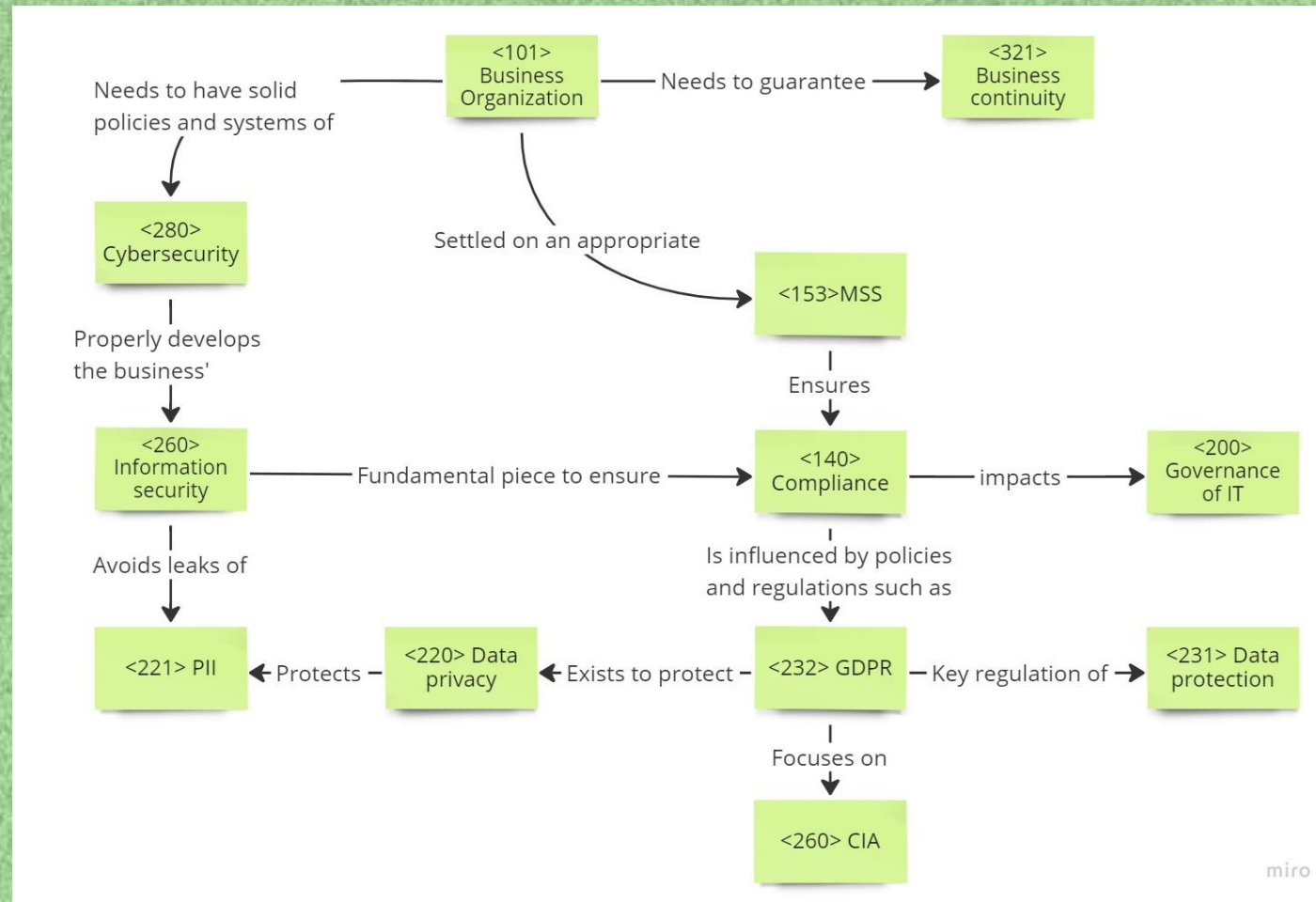


Figure 1 - Information Management: a Concept Map (Cmap) analysis according to SGSI Ontology



# Topic and its context

## Information Management



**Airlines**



**Healthcare**



**Banking**



**Hospitality**

## Becoming important due...

digitalization and interconnectivity businesses when facing the integration of new technology requirements and the implementation of modernisation projects

## Compliance - Europe

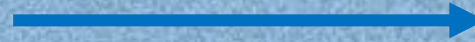
EU countries follow certain policies, legal obligations and protective measures documented in major Data Protection articles:

**GDPR and PCI DSS**



# Topic and its context

**More Compliance**



**STANDARDIZATION**

**Trade Associations**

**IATA [1]**

**Governance of IT and  
enterprise [2]**

**Stakeholders - affected  
& active role**



Affected by the Compliance of said  
Data Privacy regulations

Tasked with guiding the businesses'  
good practices and proper  
governance of patient Records  
which contain sensitive PII.



# Main challenges in relation to the use of IT

## Banking



## Airlines



## Healthcare



## Hospitality

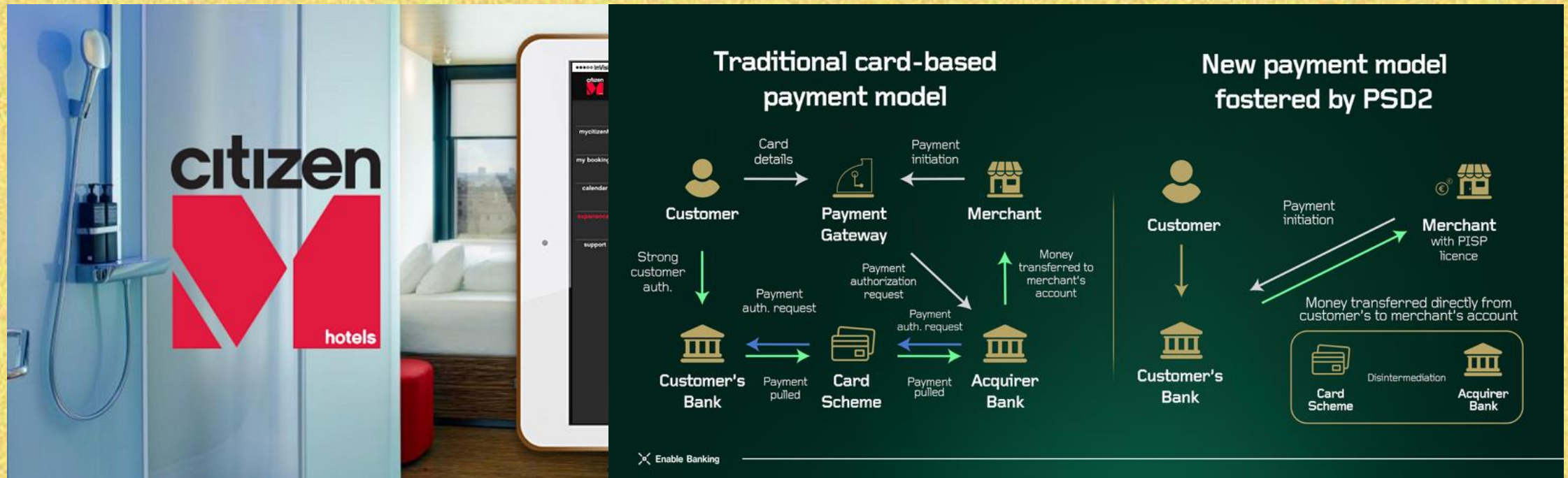




# Examples of initiatives, projects, or products

CitizenMOS

Revised Payment Services Directive





# References

- [1] Michael Cowley (2020, March 13). Cathay Pacific's data breach fine and what companies can learn from it [Online] - <https://insights.integrity360.com/cathay-pacific-data-breach-fine>
- [2] Martins, J., Mamede, H. S., & Correia, J. (2022). Risk compliance and master data management in banking - A novel BCBS 239 compliance action-plan proposal. Heliyon, 8(6), e09627.
- [3] Riskonnect. (n.d.). Banking Compliance: Top 5 Challenges. Retrieved from <https://riskonnect.com/financialservices/banking-compliance-challenges/>
- [4] Brandfolder. (n.d.). The Top 5 Compliance Challenges Facing the Financial Services Industry in 2023. Retrieved from <https://brandfolder.com/resources/compliance-challenges-for-financial-services/>