



ACCENTURE EP 4 | LONGFORM TRANSCRIPT VIDEO TRANSCRIPT

Kelly Bissell (00:00):
My name is Kelly Bissell. I lead global cybersecurity for Accenture. It's our mission to secure the world with our people, customers, as well as companies to be safe from cybersecurity threats, like ransomware and other things. We provide this expertise to almost every industry like pharmaceutical companies, manufacturers, utilities, and governments. The cloud has an interconnected system of processing power that works together remotely to keep companies and consumer safe. So today, I'll be breaking down this concept by speaking with a child, a college student, and an expert. And I'm excited about having these conversations today to learn and share ideas about how we can leverage the cloud to make the world safe.

Kelly Bissell (00:59):
Hi, Victoria.

Victoria Seitz (01:01):
Hi.

Kelly Bissell (01:02):
How are you doing today?

Victoria Seitz (01:05):
I'm doing good, how are you?

Kelly Bissell (01:06):
Doing well, thank you. So thank you for spending some time. I thought we would talk about an interesting idea and I want to see what you already know.

Victoria Seitz (01:15):
Okay.

Kelly Bissell (01:16):
Have you heard of security or cybersecurity?

Victoria Seitz (01:22):
I've heard of security, but not cyber.

Kelly Bissell (01:26):
And what do you know about security?

Victoria Seitz (01:28):
There's security cameras I think, and security doorbells and stuff like that.

Kelly Bissell (01:34):
That's right. And cybersecurity is keeping data safe in the cloud or in computers. So that's exactly what cybersecurity is. So let me ask you, what do you like to do for fun? Like, do you play games or maybe a tablet or a computer or a phone?

Victoria Seitz (01:53):
I play games on a tablet.

Kelly Bissell (01:56):
What kind of games do you play? Are they puzzle games? Are they games that you play with a character maybe?

Victoria Seitz (02:06):
I play games that I play with a character.

Kelly Bissell (02:07):
Do you spend time over many, many days maybe developing this character or having it go through different levels in the game?

Victoria Seitz (02:17):
Yes.



Kelly Bissell (02:18):

What if something happened to your character that you spent so much time building and that was gone? Has that happened to you before?

Victoria Seitz (02:28):

Yes, it has happened and I got hacked before.

Kelly Bissell (02:32):

Oh boy, you got hacked. Tell me more about what happened.

Victoria Seitz (02:36):

Well, I was playing a game and then I got disconnected. So when I went to go and rejoin, I couldn't log into my account.

Kelly Bissell (02:45):

Yikes. And how did you feel?

Victoria Seitz (02:47):

I felt very, very upset because I spent a lot of time working on it.

Kelly Bissell (02:52):

So you lost all that work you put into it and I had to start over?

Victoria Seitz (02:56):

Yeah.

Kelly Bissell (02:58):

Yikes. So today, we're going to talk about what cybersecurity, which is really trying to protect all of that and what we call the cloud. Have you heard of the cloud before?

Victoria Seitz (03:13):

No. I mean, I've heard a cloud in the sky and like apps that have a cloud in it, but not the cloud.

Kelly Bissell (03:20):

We have a bunch of computers interconnected together, all around the world, like thousands of them and together is what we call the cloud.

Victoria Seitz (03:30):

Wow.

Kelly Bissell (03:32):

My job is to study and create better and safer ways so that hopefully your game wouldn't be hacked and you wouldn't lose all your data. And that really is what cybersecurity is.

Victoria Seitz (03:48):

So you guys basically protect stuff like games and credit cards and people's money and stuff like that?

Kelly Bissell (04:03):

Victoria, that is absolutely right. So we want to protect everything. Anything on the computer, from the game with you and your friends, or even at banks for your parents' money so that we make sure that it stays with them and not hackers.

Victoria Seitz (04:21):

Well, I think that it's really, really cool that you guys do this for other people.

Kelly Bissell (04:28):

Well, thank you for saying it's cool. Some people think it's nerdy, but I think it's very, very cool. And we have a lot of fun at it. Victoria, I really enjoyed our time today talking about this. Thank you for spending some time telling me about your game. I'm sorry it was hacked, but hopefully in the future, we'll prevent that from happening again. Okay?

Victoria Seitz (04:49):

Thank you for spending this time with me.

Kelly Bissell (04:57):

Henry, thank you for joining me today. I'm pretty excited about our discussion. Tell me where do you go to school? Where do you study?

Henry Chang (05:06):

Yeah, so I'm a current rising junior at UCLA and I studied computer science. And within computer science, since we know it's a really broad field, I typically focus on cybersecurity and networking.



Kelly Bissell (05:20):

Fantastic. That's really cool. I'm really excited to hear you say that. It's the next generation of leaders, but of course, being in college and probably working non-stop on papers and developing projects in your computer science field. So when you post them online, so those

computer based assignments, how would you feel if all your hard work over those years were all lost, they disappeared and the school didn't have any record because of a data breach. How would you feel about that?

Henry Chang (05:52):

I will be absolutely devastated and I actually have an example of this happening. I was working a project for my class and then I suddenly by mistake deleted my files. And I remember in the end, everything turned out fine because thankfully my school's server takes different snapshots [inaudible 00:06:17] over time and I was able to recover the majority of it.

Kelly Bissell (06:20):

Now it sounds like your school has got a cloud environment where you had multiple snapshots, which is great. So tell me a little bit, how do you think the cloud helps to keep all your schoolwork and your data safe?

Henry Chang (06:35):

Yeah, it has definitely provided us a lot of resources, especially in [inaudible 00:06:40] like as college students, we don't have the physical space or the finance by our own center rack. That has proven to be really, really convenient and accessible from everywhere.

Kelly Bissell (06:51):

Instead of having to procure hardware, configure yourself before you even start the meat of the work, if you will. That's what I love about the cloud because you can, within a few clicks, you can get your project going and you can... The elasticity of the cloud, you can expand what you need and use all the processing power you could ever want. And you don't have to worry about things like patching systems and so forth. So all the security is done for you.

That I think makes the cloud a whole lot simpler to use. So I think that's fantastic. And as a student, how do you think cloud technology is really safer for the world as opposed to using individual hardware?

Henry Chang (07:37):

The main benefit of the cloud is actually you're able to take your data and put it inside the cloud. And the expert in the cloud will be responsible for keeping the data safe. And since they're experts, they're obviously have a lot more knowledgeable than what a typical college students able to do.

Kelly Bissell (07:55):

Henry, I think you're totally right. If you're a student, you don't have to worry about all the security. You can let the cloud experts do that. If you're a doctor or you're a banker or you're a retailer, you also can let the experts within the cloud secure the data and you can focus on how do you grow your business? How do you expand your service to your customers? And that's really one of the greatest benefits of the cloud.

Kelly Bissell (08:22):

The cloud out is getting better every day. It's getting more resilient. It's getting more secure every day because they're pouring so much energy and so much security into that cloud that I think everyone will benefit. At the same time, the more data that goes into the cloud, the more companies that are in the cloud, the more risky it becomes is what I think of as concentration risk. But really what we're doing is working with all the cloud providers around the world to secure that environment, so that concentration risk doesn't appear. And I'm very excited about what the future holds for the cloud providers and really how it can benefit you, Henry, and me and the rest of the population. So there's a lot of good that's coming in the future. Well, Henry, thank you for spending some time with us today.



I really enjoyed our conversation. I know that you have a great future ahead of you. And so thank you again.

Henry Chang (09:25):
Yeah. Thank you for your time. I really appreciate it.

Kelly Bissell (09:31):
I'm Mari.

Mari Galloway (09:32):
Hi.

Kelly Bissell (09:33):
Look, it's great to have you here. So tell us a little bit about who you are and what you do.

Mari Galloway (09:40):
So my name is Mari Galloway. By day, I am a customer success architect for a large vendor in the cybersecurity space. I work on security orchestration, automation, and response. I'm also the CEO and a founding board member for the Women's Society of Cyber Jitsu. We are a 501-C3 national cybersecurity community, helping women and girls enter and advance in the field

Kelly Bissell (10:04):
That is super important. So I am really proud of what you're doing. So thank you for that labor of love.

Mari Galloway (10:10):
Thank you.

Kelly Bissell (10:12):
Mari, look, the result of businesses moving to digital and greater connectivity around the world, it also comes with greater security risk, and I love your diverse background and how you look at cybersecurity, especially your work with casinos and other things. So how would you describe risks for casinos?

Speaker 6 (10:35):
So casinos, we're concerned about availability, right? Making sure that cameras are available. The industrial control systems are available.

That's their biggest risk, because if that stuff goes down, they lose millions of dollars a minute. If cameras go down, the casinos have to shut down until they get fixed. And so, it's losing money. The bad guys know that. They understand that. So their goal is to make sure that happens to continue to lose money, to siphon that stuff out.

Kelly Bissell (11:05):

You're right. And when we look at the cloud and how does that benefit management or security management in the situations where most companies around the world, they feel vulnerable.

Speaker 6 (11:17):

You're able to move your entire environment into a cloud space, depending on the type of work that you do. And what it adds is those cloud providers provide a layer of security that you may not be able to provide, right? Because they have not just you, but they have multiple people. So they have to find ways to ensure that all of the collaboration and all of the people that are in that cloud are secure. So if you don't have the resources, if you don't have the funding to have your infrastructure on site, you're able to still get that security protection from the cloud vendors.

Kelly Bissell (11:51):

I think that's right. We have to imbed security or cybersecurity in the business plans, in the ideation of new services or products for customers, even in the casinos. And the nice thing about it is cloud gives us the flexibility and the elasticity to be able to really do all kinds of things in a safe way. So tell me what you think the likely major causes are around security issues?

Speaker 6 (12:18):

Obviously, the biggest thing is going to be the human factor, right? We're humans.



We're behavioral based. We can typically spot things that we should know that are bad, but sometimes we can't. So that's one. The second is not knowing what's in your environment, not knowing what applications you have, what data you have, what hardware you have, and then not knowing who's accessing that. Is it a vendor? Is it an employee? Is it an employee that no longer works for the company? Not having that understanding of what your space looks like is one of the biggest security risks for any organization, big or small.

Kelly Bissell (12:56):
I agree. And that cloud leverage the huge investments of security in the cloud. You're right.

Speaker 6 (13:03):
Right.

Kelly Bissell (13:04):
And is that to be both proactive and reactive? What do you think?

Speaker 6 (13:09):
Yes, but most of us are not proactive obviously. But it does allow you to start thinking about other things to continue to be ahead of those threats, right? There's some cases where you want to be reactive because you want the bad guy to do what it does so that you can start pulling information and then be proactive the next time that stuff happens.

Kelly Bissell (13:34):
It's offense and defense like football, right?

Speaker 6 (13:37):

Right.

Kelly Bissell (13:38):
If you look in your crystal ball, what do you think we need to put in place that can help us all be safer together in the future?

Speaker 6 (13:47):
One, education. Education around the cloud space and the security of the cloud. And that goes for education for the folks that are just coming into the space, as well as the folks that

are at the board level, at the C level, at the manager management level. They need to be educated on the benefits of moving to a cloud space. And then, I first see the machine learning, the AI, those pieces getting way better and being able to detect things faster because that's what we want... We live in that world. It's got to be faster, faster, faster. And so that's going to start to pick up and help companies be more proactive.

Kelly Bissell (14:29):
I agree. Look, I love this conversation. I think your thinking is awesome. I love what you're doing in this cyber jujitsu era, because we've got to actually improve the diversity of ideas within the cybersecurity world. So I'd love your leadership there. And so, I just thank you for your time.

Speaker 6 (14:48):
Thank you. Let's talk.

Kelly Bissell (14:54):
Today's business ecosystems are complex environments that require holistic, scalable, and often global approach. The future of the cloud is very bright and it's only getting better. It's getting faster. And it's getting more secure every day. And we have a lot to look forward to in the years to come.

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