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Role of cybersecurity is like a brake in a car: A Shiju Rawther, CARE Ratings



In an interview with CIO AXIS, A Shiju Rawther ,Chief Information & Technology Officer, CARE Ratings Limited, discusses CARE Ratings' digital transformation, while outlining key cyber trends and cybersecurity sector's performance i

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1.Please outline your strategy for accelerating digital transformation particularly in response to the challenges brought about by COVID-19

We have defined strategy of technology based on four pillars. First pillar is the Zero Tolerance. The zero tolerance tower has focus areas of Engineering, Scalability and introducing new platforms. This will ensure the setup is built on robust foundations and c scale as per business growth.

Second Pillar is the Customer Experience . This tower will focus on innovations and implementing future technologies to enhance the experience of internal and external cust by delivering the services through superior technology.

Information security is the third pillar in the roadmap which we are focusing on so information security is given key importance for the design, build and operation phase. Th includes that everything under technology comes under the compliance, get audited, gove by the GRC team, and is protected always.

The fourth pillar is the Orchestration . Orchestration is to bring in more orientation, s and automation. This year we are working on many automation projects along with buildir Lake platform. We are working on the robotic process automation using cognitive services manual dependency reduces. Automation will also help us achieve cost reduction while providing better customer service.

2.Can you please share some of the unique lessons learned from

This pandemic has taught us a lot of things which will now become a part of the new norm

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importance of technology cannot be overstated. Making solutions and customer deliverab

tech-dependent is the way forward. We can achieve a lot by connecting with our customer

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online and catering to their specific requests in line with their current needs. The pande

also taught us the need to engage with employees and to keep them motivated on an ongoing

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basis and help them to deliver to their best.

3.What technologies and trends will your organization be focusing on next year?

Key priorities for us in 2021 will be aligning IT with the business and enhance the customer experience. We are also in journey of Digital transformation where we are looking to embrace technology by revamping existing technology footprints along with cloud adoption, building digital platforms, data lake & enhance analytical capabilities using cognitive solutions. We also embracing the inhouse capabilities for Data Science function to build advance analytical platforms. With this journey equal focus will be given on Compliance, Security & Governance keep all the data sets of customer and employees safe.

4.How will the cybersecurity sector look in a post-COVID-19 world?

What do you expect to be different when it comes to cybersecurity and hiring in a post-COVID-19 world?

Role of cybersecurity is like a brake in a car. The security awareness levels are heightened considering the scenarios across the financial industry with the threat vectors that everyone is facing today specially during the Covid-19 period. As per research reports, skills in enterprise security and intrusion detection which used to be essential are becoming obsolete. Skills in cybersecurity, application security and network security are still desired but flat vs the growing and emerging skills in cloud environments, Amazon Web Services, Microsoft and AI look to hold the best promise for job seekers. Organizations are making significant

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how to analyze data for trends, and recognize early indications of the next cyber-attack.

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