

CYBER SECURITY MEETING MINUTES

Meeting: Report Findings of “Securing the future – Protecting Australia’s ecosystem against cybersecurity threats”.

Date: 15 April 2021

Commenced at: 10.04am

Concluded at: 11.00am

Attendees: Jason Anderson, QSuper (Chair)
Marcia Fallon, Sunsuper (Deputy Chair)
Sri Hiremath, TelstraSuper (Deputy Chair)
Michelle Bower, Executive Officer of Gateway Network Governance Body
Peter Malan, Partner at PWC

Venue: Online via Zoom

Agenda Item 1: Key findings of the Report

1. High level summary of findings:

- Focus on understanding just how big this ecosystem is in order to help understand the level of risk.
- Consultation took place with 15 Executives across the ecosystem. Survey saw approximately 80 people respond from different organisations and a variety of roles held.
- Survey data shows most common cyber related issues experienced within their organisations included:
 - theft of member data (75%),
 - third party compromise (72%),
 - Privacy Breach (71%), and
 - Systems disruptions (64%).
- Common cyber related threats experienced:
 - 82% phishing emails,
 - 56% identity theft/impersonation,
 - 55% human error/negligence, and
 - 46% Malware.

CYBER SECURITY MEETING MINUTES

- Super ecosystem sits at 3 trillion dollars, 165 million transactions per year is process by Gateway Operators, 24.4 million members, 593,000 SMSFs, 300+ payroll providers, 101 Retails funds, 25 Industry funds, 25 Pooled trusts,
- Fragmented yet evolving regulatory landscape with room for improvement in areas such as reducing overlapping responsibilities and clarifying of roles.
- Siloed and inconsistent cyber regulatory expectations across super landscape.
- Opportunity to have end-to-end cyber resilience and adopt a consistent sustainable approach right across the superannuation system.
- APRA aim for superannuation is to increase board governance and securing supply chain.

2. Facing challenges:

- Lack of accountability and cyber risk leadership for end-to-end cyber resilience.
- No common standard or approach to managing cyber risks across ecosystem.
- Global consistency is a challenge.
- Superannuation members generally have lower cyber security awareness.
- Sharing threat intelligence is a key mitigant to addressing cyber security.

3. Calls to action:

- Challenge 1: *Accountability and risk leadership.*
Consistent and practical approach to address third party security risks. Culture plays an important role in order to maintain a secure environment with secure products and services.
- Challenge 2: *Inconsistent cybersecurity*
Opportunity to define a baseline of cybersecurity control across the system and placing cyber security at the forefront of business, and monitor effectiveness of baseline control.
- Challenge 3: *Low levels of cyber security awareness*
Promote cyber security awareness campaigns and education programs. Increase security by adopting strong authentication techniques. Prompt members to enable strong security settings across account access points and communicate to members of potential cyber security risks. Members should understand how to protect their data and be encouraged to report suspicions events.
- Challenge 4: *Examine barriers to sharing threat information*
Examine the barriers to sharing information and enable threat sharing by creating the right environments. Co-develop and participate in cyber-detection and leaders should leverage available resources.

CYBER SECURITY MEETING MINUTES

- Challenge 5: *The lack of a holistic cyber resilience strategy*
Coordinated response and recovery testing, improve cybersecurity capabilities in response to lessons learned and remain up to date with common security threats.

Agenda Item 2: Other key points raised

- Consideration to use this group as a real voice to collaborate and act as a central point for Cyber Security for superannuation.
- CPS234 Tripartite Reviews - good opportunity to learn from this. Pilots due to be completed by end of June with the ability to consolidate and share in future.
- APRA looking to expand on the prudential standards e.g. CPS234 - watch this space.

Agenda Item 3: Actions

1. Cyber Security SIG to look at key points to support cyber security topics in future SIG sessions.
2. Explore opportunity to establish a Cyber Security Committee for the Superannuation sector.

ATTACHMENTS

1. Copy of presentation shown in the Session – “Securing the Future”