

CISO EXECUTIVE NETWORK ADVISORY COUNCIL

NAME

Kevin Hamel

POSITION AND COMPANY

CISO, Baystate Health

EDUCATION AND CERTIFICATIONS

BS Computer Information Systems (Westfield State University), MBA (Western New England University), CISM



EXPERIENCE IN INFORMATION SECURITY

I was CISO for a service provider (COCC) in the financial sector for nearly 14 years where I owned corporate information security, physical security, and corporate risk management. COCC has over \$120 billion in financial assets serviced. I have been CISO of Baystate Health since June 2017. Baystate is an integrated healthcare organization with about 1,000 beds, 12,000+ employees, providing services to over 800,000 people in western Massachusetts. I am involved in Infragard, was formerly a member of FS-ISAC, soon to be member of NH-ISAC, was on the Mass Bankers Cybersecurity Task Force, have a few articles published, have done a number of presentations at banking events, and have done close to 30 board presentations for boards other than my own company's.

INFORMATION SECURITY GOVERNING PHILOSOPHY

Partner with colleagues to make information security part of the fabric of the organization. No one individual or department is responsible for, or carries out, information security. Everyone in the organization has a responsibility to secure data and systems, and everyone plays a role in doing that. I believe there are two keys to achieving that level of engagement: 1) Process. Information Security must become embedded into every key process (new application acquisition; application development; third party sourcing arrangements; technology infrastructure planning and implementation; change management; project management; incident response, etc. 2) Education. Every employee must understand what is at stake and what's expected of them from an information security perspective at a high level. Employees need to understand that they must act as stewards of the organization's data and systems, just as they would act as stewards of the organization's money or other assets.

MOST IMPORTANT PROJECT OR PROGRAM

Although we have discreet projects in motion, I would be hard pressed to pick one as most important. Instead, I'm going to go with my "biggest passion." In my opinion, mindset is key. I'm keenly focused on getting people at all levels of the organization to think differently about the things they do. More importantly, to challenge what they see, hear, or are being told because neither me nor my team can be everywhere. For example, if a vendor is contracted to install a new platform and they claim "I need domain admin rights everywhere" I want people challenging that. If an employee claims they need to store data on a USB drive so they can take it home to work on it later, I need people challenging that. I need to have all employees looking at their daily activities with more scrutiny.

WHAT ATTRACTED YOU TO INFORMATION SECURITY?

I came into information security more by opportunity. Prior to joining COCC, I was VP of IT for a community bank. I was brought in to develop, implement, and formalize their IT function and infrastructure. After doing that for nearly 9 years I was looking for a new challenge and that presented itself in Information Security at COCC. I was asked to develop, implement, and formalize their information security function. I actually enjoyed it way more than I imagined I ever would. Information

CISO EXECUTIVE NETWORK ADVISORY COUNCIL

Security is still largely an open field where CISO's have an opportunity to shape the business, much the same as CIOs did when that title first emerged on the scene. Looking forward, I often wonder if the CISO and CTO roles will ever merge.

BEST ADVICE YOU HAVE RECEIVED AND WHO PROVIDED IT

I was a competitive tennis player all through high school and college. I was lucky enough to land a summer internship in the MIS department at Spalding Sports Worldwide as an undergrad. I was introduced to the CEO of the company who also was an avid tennis player. One day I got up the nerve to ask: "I hope to climb the corporate ladder one day, so can you offer me any advice in doing that?" His answer was surprisingly simple: "Always work hard." It took me years to fully grasp the wealth of that seemingly simple statement. I don't believe he meant "work long hours." I truly believe he meant that one should put in their full effort and ability when at work and always strive to turn out the best quality work possible. Anyone can install a piece of software, but not everyone takes the time to understand how it can add value. Anyone can throw slides together in PowerPoint, but not everyone takes the time to ensure it tells the right story or delivers the right message. Anyone can read a contract, but not everyone takes the time to really understand what it says. I've tried to live by that advice and it hasn't really failed me yet.

WHY DO YOU PARTICIPATE IN THE CISO EXECUTIVE NETWORK?

It is hands down the best venue I've found for interacting with peers. I've been to other events hosted by other entities that try to accomplish the same thing, but honestly, they fall short. The openness and caliber of the conversations and relationships is nowhere near the same. It's good to have occasional dialog with peers at an event. It's invaluable to have open, honest dialog that leads to solid relationships where I can pick up the phone and just call another CISO.