


# CHARLES GETTY

Director of information security, Business Information Group

**Charles Getty**, 51, is the director of information security at York-based Business Information Group, which he joined in 2015 as a senior network architect. Before that, he owned IT Solutions of America and Certified Professionals, Inc. and was a partner at NetVision.

Getty has a bachelor's degree in information technology/security, and a master's in cybersecurity and information assurance, both from Western Governors University.

He lives in East York and is the father of five children ranging in age from 5 to 25.



## A CONVERSATION WITH

Jennifer Deinlein, contributing writer

**Q: What challenges have you seen and dealt with, particularly in terms of cybersecurity, as a large portion of the workforce has moved to remote work?**

**A:** I think the biggest challenge is people are working remotely and sometimes using personal machines, connecting to the corporate network. But now that new machine is connected to the network and the IT team has had no visibility with it, is not supporting it, they don't know if it's running antivirus, they don't know anything about that machine. All those unknowns present a big challenge, making sure that machine is indeed safe to allow it to connect to the corporate network. As far as hacks that we see, right now, it's really pretty much the same old same old, it's just everything's being framed around COVID-19 or work from home narrative if you will, but it's still the same kind of tricks of "you didn't get this package, click here to see why." There's apps or emails out there that are malicious that tell users it's COVID-19 tracking or how to stay safe, those kinds of things.

**Once we emerge from the pandemic,**

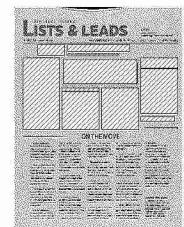
**do you see a shift in thinking in terms of technology use in the workplace and/or the ways in which we work?**

We actually have people talking to us about, "we've moved everybody remote and now we see this is something we're going to have to continue in the future because our workers have lives outside of work, and we'd like to give them the ability to do things, like if they have to stay at home with their kids, we'd like them to be able to work from home." I do think it's going to increase the work from home. We'll see what happens with the way they approach security for work from home. At this point, everybody's just trying to stay alive. A lot of places that didn't have disaster plans in place, everything was done quickly, and some corners may have been cut. I think it remains to be seen what comes from this; right now the entire world's held hostage by this virus.

**What technological innovations do you see coming out of this crisis?**

The thing I'd like to see is a real focus on the need for planning, especially for disasters, the need for business continuity, the need for disaster recovery. From a technology standpoint this has been a really minor event for most companies.

What I mean by that is, think about if it was a hurricane or something like that went across an area and the machines actually went down, too, and they had to rebuild all those machines. That would take a lot more time



than just getting people connected to machines remotely. Everything stayed up during this disaster, and still it was very disruptive to everybody. I hope people think that this could have been a lot worse, they might have had to recover from backups, and they actually plan for disasters and things going wrong and how they're going to operate and how they're going to recover from something like that.

Even the companies with disaster recovery and business continuity plans had to dust (the plans) off. They weren't being reviewed on a quarterly or yearly basis to see how they work with the current environment because things have changed since the plan was written. And that's important, to develop the plans and keep them up to date.

**What is keeping you going right now?**

Coffee. Lots of coffee. (laughs)