



# Digitale arbeitsplasser -Strategi, Innovation & Implementering

NBEF FM KONFERENSEN 2017

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The better the question. The better the answer.  
The better the world works.

# Introductions...

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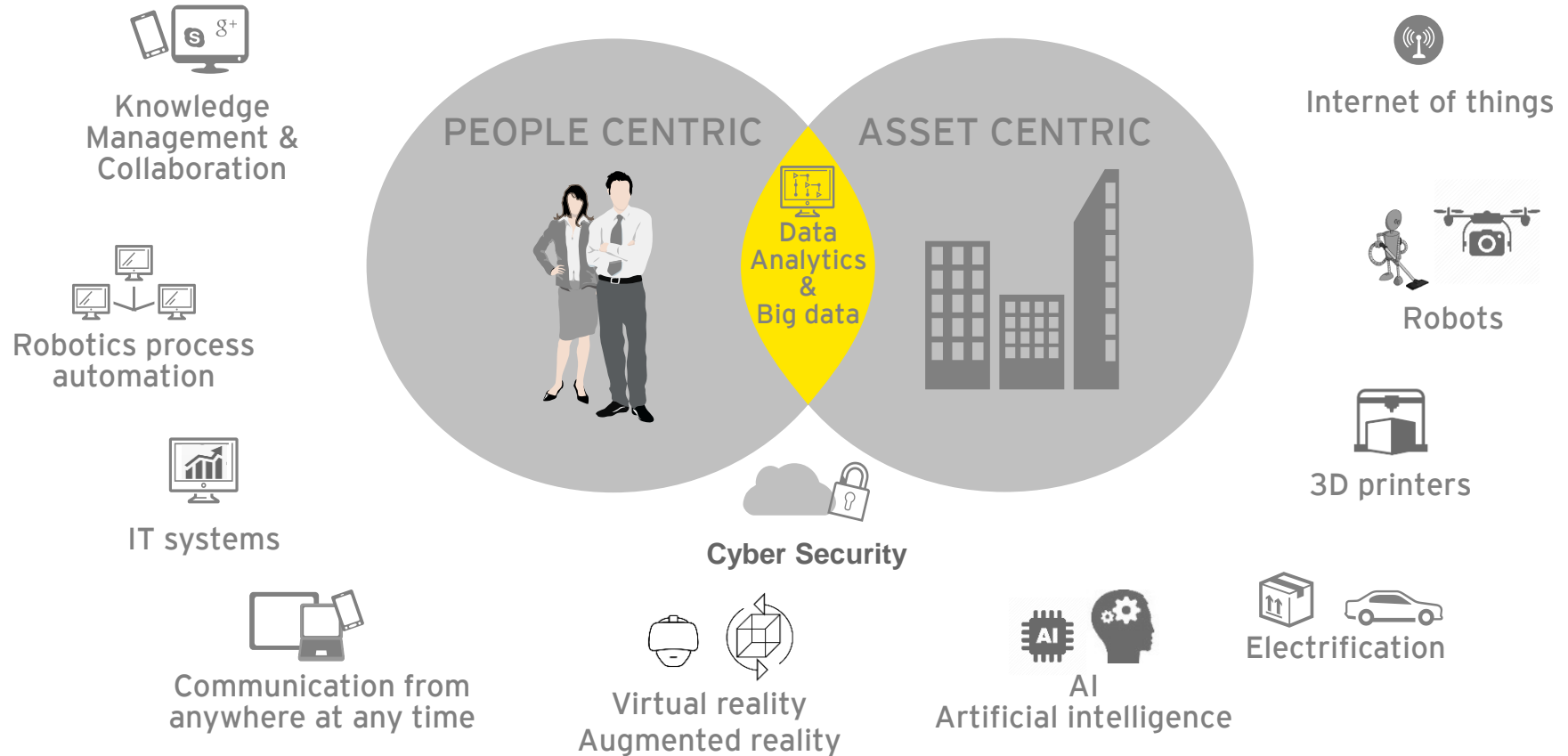
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# The digital development and new technology will transform the workplace and how REFM is delivered



## BENEFITS

- Cost reductions
- Increased employee value
- Workforce efficiency
- Decreased m<sup>2</sup> per employee
- Services when needed
- Enhanced meeting room utilization
- CO2 reduction
- Increased asset control

Source: EY Advisory | Workplace Solutions

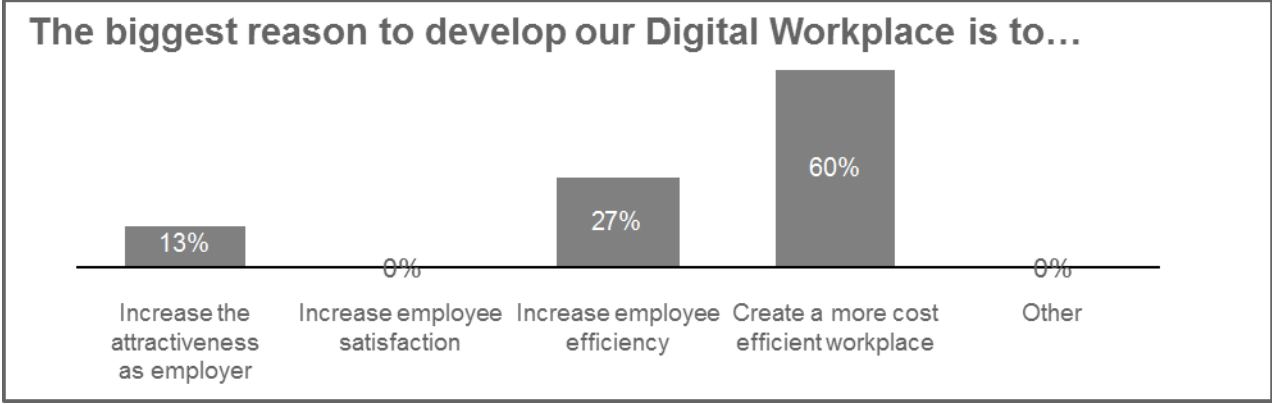
# What do Head of RE & FM from some of the largest companies in the Nordics say about Digital Workplace?



**73 %** of the participants plan to initiate a project connected to Digital Workplace during the next 12 months

**Communication, Robotics, Collaboration & IoT** were the most common answers to the question of which area is of highest priority within digital workplace

**51** companies from across the Nordics participated in the survey during three EY events.

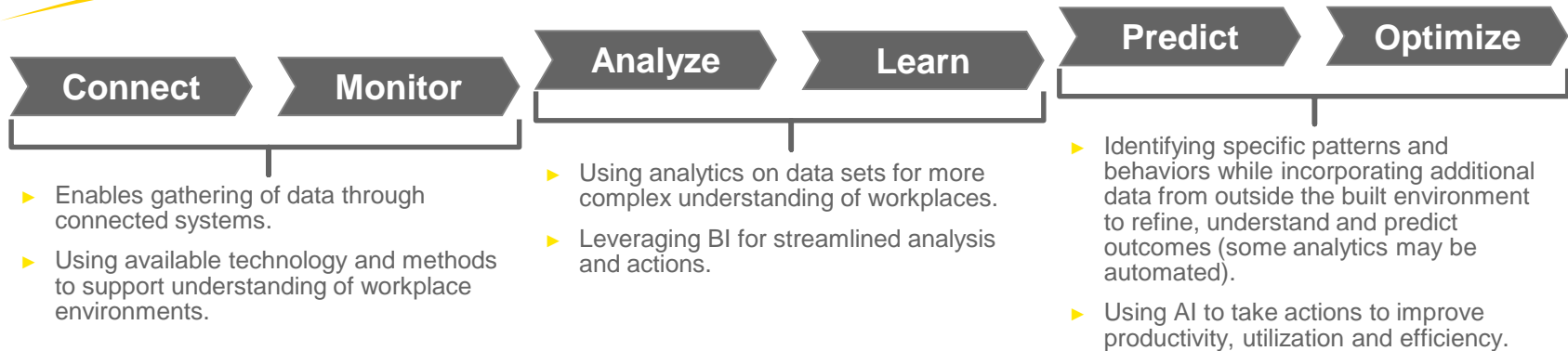
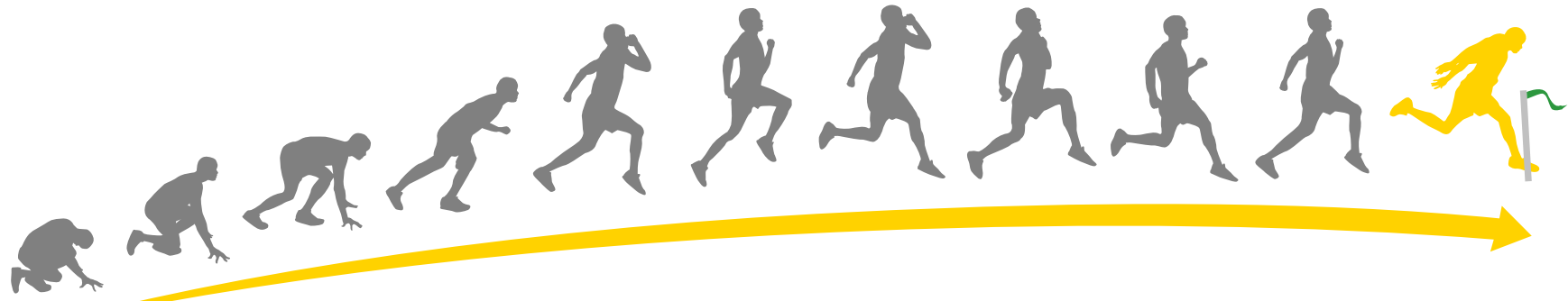


# You need a thought through Digital strategy to be successful in getting most value out of Digital Workplaces

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# A leading position in the Digital Workplace will effectively improve business decisions



# Implementation is NOT about technology

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- ▶ The soft stuff is the hard stuff – Change management
- ▶ Make sure you have top management commitment
- ▶ Focus on the users of the technology
- ▶ Communicate Why and How over and over
- ▶ Training, training, training
- ▶ Monitor and incentivize right behaviours
- ▶ Teamwork is key to success

# Cyber Security needs to be an integral part of managing all technologies

## Cyber attacks are increasing



Hackers were able to change the levels of chemicals used to treat tap water during an attack on the outdated IT network of the plant

## Challenges

33 %

say it is unlikely they would be able to detect a sophisticated attack

56 %

of respondents say that lack of skilled resources is challenging Information Security's contribution and value to the organization

74 %

see a careless employee as the most likely source of an attack today

EY's Global Information Security Survey 2016

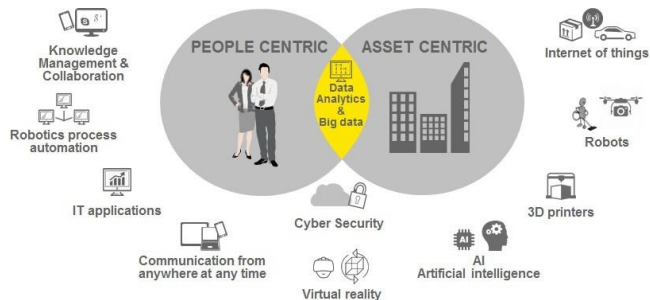
## 5 ways that can help strengthen Cyber Security

- 1 Protect your building's management system**  
When choosing external vendors that use your networks for certain purposes, make sure you're aware of the information they have access to, how they are using the information, and that they too have security measures in place.
- 2 Create a strict password/ID policy**  
Having simple user IDs and passwords creates a weak link that hackers can exploit. It's important to create a policy for both password and ID creation.
- 3 Monitor and protect easy access points**  
A good idea is to inspect your building for any easy access DSL points you might not even know exist. Sometimes these lines will be installed by facility staff in order to simplify maintenance, but an unprotected line can create an entry point for hackers.
- 4 Consistently update your company software**  
Most software development is reactionary – meaning updates to the codebase usually occur after certain entry points are found. Failing to regularly update your software is essentially the same as leaving your front door wide open.
- 5 Encrypt your network and limit certain access**  
Make sure that your WiFi network and any internal networks you use for information sharing are encrypted and password protected. Setting up basic web filters will help prevent employees from visiting non-secure websites that might install malware on the local network.



# To sum up

## Digital and IoT solutions are available in the market place



## Risks and threats need to be controlled – Cyber Security

- ▶ With increasing connectivity comes an increasing threat
- ▶ A larger attack surface
- ▶ The impact of cybercrime is greater and more damaging



\*Cybersecurity is the body of technologies, processes and practices designed to protect networks, computers, programs and data from attack, damage or unauthorized access.

## Results potential is large



## A digital strategy is needed to set direction and establish priorities



# Thank you!

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**Thank you and good luck with your teamwork and digital transformation journey!**