Transformation of a department into the Digital Age: Leveraging Organizational Change, Industry Standards and Automation

In this presentation Cai Walters will take you on a journey of the transformation and modernization of the IT, Cyber and Operational Risk Department. From home grown best effort procedures in combination with MS Office products in 2000 to a full flex automated department in 2023 using the MS Sharepoint SIA application, TeamMate, MS Teams, MS Planner, Power-Automate, Power-BI, Scrum, and the RASCI Method. Along the way various other departments of the CBCS followed along in the slip stream. Hear about Team empowerment, collaboration with consultants, co-sourcing a new automated questionnaire system with a Vendor and also a student's completion of his studies at the UOC with a final grade of 9. Join us for the presentation with live demonstrations.

Cai Walters CISA, CISM, Network+, Security+

Is Head of IT, Cyber and Operational Risk at the Central Bank of Curaçao and Sint Maarten. He has over 30 years of experience in IT in the Financial Sector. He has worked in various roles amongst others: systems analyst/programmer; head of the systems development department; project manager; IT Auditor; policy writer and currently Head of the IT, Cyber and Operational Risk Department.

He was the lead writer to compose the IT regulations (Provisions and Guidelines) for the country of Curaçao and Sint Maarten for Business Continuity Management, Information Security Management, IT Service Management, the Governance of Enterprise IT and gave input to write the Provisions and Guidelines for E-Banking.

He is the co-founder of the Curacao Testing Qualification Board and the ISACA Curaçao Chapter of which he currently is the acting President. He also worked 13 years for the ETE 'Expertise Bureau voor Toetsen en Examens' as an Examinator for HAVO and VWO.