

# Security Isn't an Afterthought

Building Trust from Day One

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# Hi, I'm Kathy!

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  - Project & Program Management
  - IT, EMS, & Long Term Care
  - Environmental Services



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# ePCR for EMS

## **Objective:**

To replace paperbased patient care records with electronic records.

## **Project Scope & Key Features:**

- Selection and deployment of ePCR software on mobile computers in every ambulance across the region
- Integration with defibrillators and other monitoring devices
- Real-time transmission of patient data
- Sending data to participating hospitals ahead of patient arrival

## **Security & Privacy Considerations:**

- Ensuring secure remote connectivity, including from remote and rural areas
- Protecting patient privacy digitally and physically
- Mitigating the risk of mobile devices being lost or left unattended in public settings

# EMR in Long -Term Care

## Objective:

The selection and implementation of a new electronic medical record (EMR) system in a long-term care setting.

## Project Scope & Key Features:

- Identifying and onboarding a suitable EMR platform tailored for the needs of long-term care facilities
- Installing fixed wall-mounted computers in care areas, outfitting medicine carts with mobile devices, and distributing handheld devices to clinical staff for real-time documentation and access

## Security & Privacy Considerations

- Data privacy and compliance (PHIPPA, PIPEDA)
- Limiting data access strictly to individuals in a resident's circle of care
- Mitigating risks of unauthorized viewing in physical surroundings

# Agenda

## 01 BACKGROUND

Building trust while enabling digital transformation in the public sector

## 02 WHEN DO WE DO SECURITY?

Embedding security in the project timeline

## 03 SETTING THE CULTURE

Shifting to a security first mindset

## 04 KEY TAKEAWAYS

Key takeaways and reflection

01

Background

# Why Security, Why Now?

- Governments and public institutions are rapidly digitizing services
- Citizens expect services to not only be fast and accessible, but secure and trustworthy
- Attackers are getting more sophisticated







**How confident are you that your current digital projects are managing security effectively?**

Score: 0.0

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0%



0%



0%



0%



# Trust Begins with Security



SECURITY IS THE BEDROCK OF PUBLIC TRUST

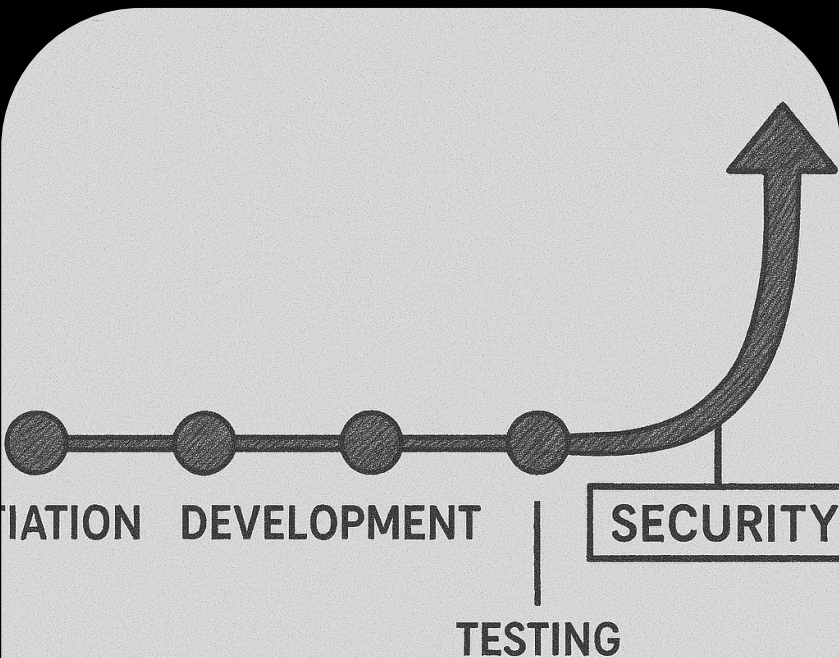
- Public trust hinges on perceived safety
- Security underpins reliability and transparency

02

When do we do security?

# What Happens When Security is Delayed?

This is a common reality: security often gets added after key design decisions have already been made.



## INCREASED COSTS AND DELAYS

Security debt can be costly and time consuming

## MISALIGNMENT WITH COMPLIANCE

Governance approvals are delayed causing rework

## UNDERMINED TRUST

Need to rebuild stakeholder trust in outcomes



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### When is security typically addressed in your projects?

During early planning

☐ 0%

During design

☐ 0%

After design

☐ 0%

Not sure

☐ 0%

# Secure from the Start

- Security/Privacy ByDesign
- Design for compliance from the start
- Conduct threat modelling early before design phases
- Share responsibility with security and compliance teams

## Benefits of Security by Design

**90%** Improved visibility and cut the time to assess risk

**30%** Reduced cost and time to meet security requirements by

**60hrs**



**Security**

Source: Security Compass

03

Setting the culture



# Best Practices for Delivery

## Teams

- Security in **each** sprint
- **Testing** in phases
- Governance **clarity**







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### Do your project teams have someone responsible for security?

Yes, consistently

☐ 0%

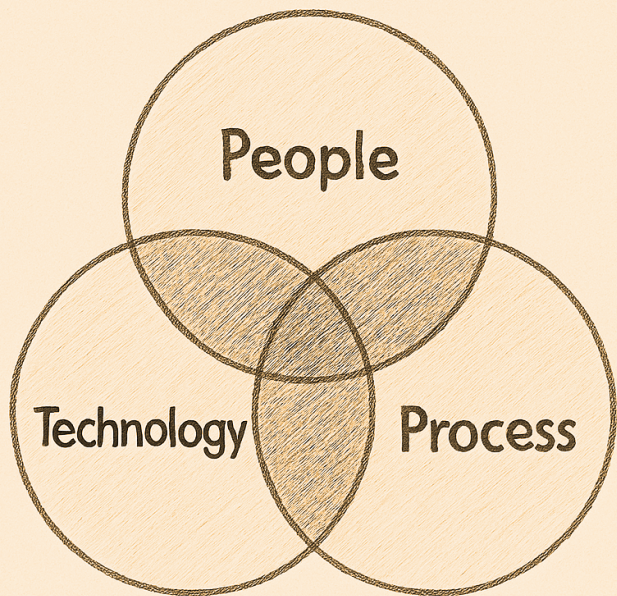
Sometimes

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No

☐ 0%

# Creating a culture of accountability



- **Empower** teams, don't just enforce policies
- Talk about **security outcomes**, not just risks
- **Celebrate** security wins

04

Action Plan

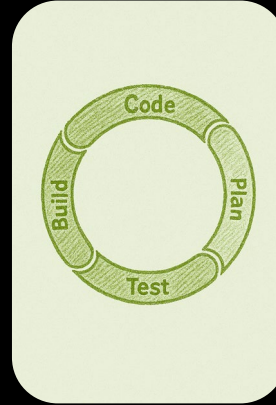
Which of the  
takeaways will you  
prioritize in your  
next project?

01



Involve  
security early

02



Integrate  
continuously

03



Communicate  
clearly and often

# Questions?



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THANK YOU