



LeNic Tech Talk

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Top 10 Strategic Priorities for Banking in 2017

By Jim Marous, Co-Publisher of The Financial Brand and Publisher of the Digital Banking Report

At a time when the number of strategic challenges facing the banking industry seem overwhelming, prioritizing what needs to be focused on is an important exercise. To find out what the most important priorities will be in 2017, the Digital Banking Report surveyed over 500 financial institutions globally as part of the research done for the 2017 Retail Banking Trends and Predictions report, sponsored by Kony, Inc.

The respondents included banks and credit unions in every asset range from Asia, Africa, North America, South and Central America, Europe, the Middle East and Australia. Each respondent was asked to provide their top 3 strategic priorities for 2017. Despite the wide variance in both asset size and geographic location of the respondents, the ranking of the top priorities named by the majority of organizations were surprisingly consistent.

1. Improve the Digital Customer Experience

As was mentioned in [Are Banks Really Committed to the Customer Experience](#), “As consumers increasingly make decisions based on the ease with which they can interact with their financial institution, competition around the customer experience is giving rise to new roles and titles within the banking industry.”

[Click [here](#) for full article.]

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Safeguarding the Banks: The challenging role of the Security Manager
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Ron van Kemenade, CIO of ING Bank

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How much is a data breach going to cost you?

By Ryan Francis, CSO

Quite a bit, but different factors lead to how much. A recent IBM study found that the average cost of a data breach has hit \$4 million—up from \$3.8 million in 2015. There are countless factors that could affect the cost of a data breach in your organization, and it's virtually impossible to predict the exact cost. You might be able to estimate a range with the help of a data breach calculator, but no single tool is perfect.

BitSight looks at a number of factors companies should keep in mind when it comes to calculating the actual cost of a future data breach... [Click [here](#) for full slide presentation.]



Safeguarding the banks: the challenging role of the security manager.

By Daniel Wan

Responsible for protecting people and assets across single or multiple countries in a range of different environments, the role of security manager in the finance industry is not for the faint hearted. Faced with the above, while navigating an unforgiving regulatory climate and balancing rapidly shrinking budgets, *Daniel Wan* asks if there is a tougher role in the security industry today.

In response to the deficiencies unmasked by the global financial crisis in 2008, European regulators have... [Click [here](#) for full article.]



Insights From the 2017 CIO Agenda Report: Seize the Digital Ecosystem Opportunity: Published 14 October 2016

About the Gartner CIO Agenda Report

Each year Gartner conducts the world's largest CIO survey to track how senior IT leaders around the globe are balancing their strategic business, technical and management priorities. We then generate the annual [Gartner CIO Agenda Report](#), which presents survey findings and case studies, plus expert analysis and insight — enabling CIOs to compare priorities and actions with global peers, and glimpse what the future may hold.

This year's survey includes the views of 2,598 CIOs across 93 countries, representing approximately \$9.4 trillion in revenue/public-sector budgets and \$292 billion in IT spending.

Here are some key insights from the 2017 report... [Click [here](#) for full white paper.]



Engineering the switch to digital

By Robert Carsouw, Andrea Del Miglio, and Naomi Smit

The CIO of ING Bank discusses the importance of top engineering talent and agile ways of working when it comes to digitizing products and processes.

Digital proficiency is no longer just “nice to have” for banks; it is a requirement for successful customer engagement and long-term growth, explains Ron van Kemenade... [Click [here](#) to learn more.]



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