

# Trainer's guide

Read all you need to deliver this training in the speaker notes.

# You are the key

Leading a secure and privacy-proof team



**Name trainer / job position**

subtitle

# Training program

## Introduction

What are your thoughts on privacy & security?

15 min.

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## Case study

A new app – 'Shadow IT'

30 min.

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## Next steps

Your role & support

15 min.

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# Statements

'Monitoring privacy feels like distrust towards my team.'

'I know enough about privacy and security to properly manage my team in this.'

'IT takes care of security, so I don't have to worry about that.'

'As a manager, I cannot possibly monitor every app my team uses.'

'As long as nobody complains, we don't have a privacy problem.'

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***Assignment: think of one way how this could happen?***

Cyber attack on TU Eindhoven - February 2025

# Case study 1

“We really need this app!”  
Shadow IT



# Mark de Vries

- Teacher at an HBO
- Has a lot of IT knowledge
- Dissatisfied with Microsoft Planner
- Has requested an alternative before, which was always rejected by IT
- Now chooses a free alternative himself: Taskyro
- Can provide training and support himself



# The situation

- To save time, Mark starts to work with colleagues in a free version of Taskyro
- Taskyro is a success and several team members (and externals) collaborate pleasantly via Taskyro

*Suddenly you receive an email with an “invite” to join a Taskyro project...*

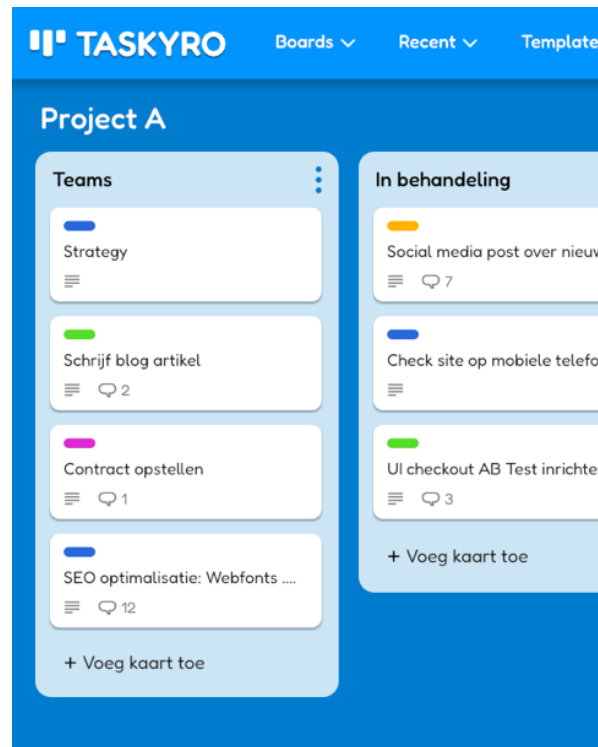


## Why Taskyro?

- Easy to organize online project with external parties
- Easy online file sharing, also with external parties
- Control over authorisations and access
- Free tool so cost-effective

## Requirements

- Everyone on the team will need a Taskyro account
- Communication and documentation on the project will be through Taskyro





## WORK FORMAT

# What would you do?

1. Think about how you as a manager would act when receiving the invite - 1 minute
2. Share and discuss your answer with a colleague - 1 minute per person
3. Formulate a joint answer - 2 minutes
4. Write down your answer on a Post-It and stick it on the board. Put your first names on the Post-It - 1 minute



## Case study 1

Shadow IT



# Reflection

1. In pairs, explain your answer - 1 minute
2. Clarify where necessary - 1 minute
3. List as a pair one risk of a non-official app - 1 minute
4. List as a pair one benefit of an official app - 1 minute



## Risks – Case 1 ‘Shadow IT’

- ...

## Benefits – Case 1 ‘Shadow IT’

- ...



## Risks – Shadow IT

- Potential data breach
- Mark has to manage the app
- Accounts will “roam”
- Employees may refuse to use the tool
- Fines & reputational damage
- You ‘pay’ with your data

## Benefits – Approved apps

- Secure data processing
- IT department manages the app
- Training for employees is available
- Licence costs can be shared with other internal users
- Helpdesk is available
- You show a good practice



# QUIZ:

*'Shadow IT'*





# Comparable situations?



**Managing authorisations**



**Shadow administration (lists)**



What will **you** do **differently**  
from **now** on?



# Wat wordt nu jouw rol?

1. Bedenk wat jij als leidinggevende vanaf nu anders gaat doen en noteer dit op een Post-It – 1 minuut
2. Bedenk wat jij met **jouw team** vanaf nu anders gaat doen en noteer dit op een Post-It – 1 minuut
3. Plak de Post-It's op het bord en lees de input van je collega's – 2 minuten
4. We bespreken klassikaal jullie antwoorden.



## Principles of Managing risks and taking action

What facilities offered by your organization  
and devices, software and systems for my work?

### dealing with

rights of individuals before giving access to sensitive

### to access the right data

to only those who really need it?

### strictly necessary for the work

strictly necessary for the task?

### me, anywhere

strong passwords, two-step verification

### right behavior

let a good example myself when it comes to



## Privacy & Security Checklist

This checklist helps you work safely with ICT and personal data, minimizing risks and taking advantage of opportunities.



1. For your work, use only ICT facilities offered by your organization

Do I use only organization-approved devices, software and systems for my work?



2. Always know who you are dealing with

Do I always verify the identity and rights of individuals before giving access to sensitive information?



3. Only allow the right people to access the right data

Do I limit access to sensitive information to only those who really need it?



4. Use only personal data that is strictly necessary for the work that needs to be done

Do I process no more personal data than is strictly necessary for the tasks that I need to perform?



5. Work securely and reliably anytime, anywhere

Do I adhere to security measures such as strong passwords, two-step verification and encrypted connections?



6. Help each other towards the right behavior

Do I address colleagues behaviour and set a good example myself when it comes to privacy and security?



# You are the key:

- You are ultimately responsible
  - Good examples are followed
- Mitigate risks but above all: exploit opportunities

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# What support is there for you and your team?

- Useful website 1
- Useful website 2
- ...



**Name contact**

E-mail contact  
Phone contact



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Phone contact