

# 2008 VISIONARY AWARD

EMEA Visionary



du

## Walid Kamal

### Career Highlights

- Vice President, Technology Security & Risk Management, du—Emirates Integrated Telecommunications, 2005 to Present
- 18-plus years of experience working in technology—including security and compliance, risk management, operations, among others—across various industry segments that include telecommunications, government, and commercial banking

### Education

- General Management Program for Executive Development, IMD Switzerland
- Developing General Management Potential, Cranfield University (U.K.)
- Associate Science in Information Systems, Washington DC University

### Awards/Recognition

- Received the Shaikh Hamdan Award for the Distinguished Family in 2006
- Developed comprehensive security solution for du covering areas that included IT, mobility, fixed networks, and OSS-based systems

### Tech Trends to Watch

- Maturing of voice network and GSM security technologies
- New methods for combating threats such as increased use of virtualization technologies

The telecommunications sector in the United Arab Emirates (UAE) is a driving force behind the growth and prosperity of the UAE economy. Since its launch in 2005, du has played a pivotal role in this ongoing and growing success. Not surprisingly, information security presents a significant challenge—and opportunity—for du, which offers quadruple play services—mobile, home, and business services and products—to more than two million mobile customers and 46,000 fixed-line subscribers.

As vice president of Technology Security and Risk Management, Walid Kamal, a 2008 EMEA Visionary, initiated an effort in 2007 to develop a comprehensive security solution based on a CIA (confidentiality, integrity, and availability) Business Value Model to deliver proactive monitoring, reporting, and mitigation of information security threats. For assistance in addressing the requirements, Kamal and his team are working with Symantec. First, Kamal and his team contracted with Symantec Managed Security Services to provide proactive security monitoring. Second, they engaged Symantec Residency Services for help in addressing alerts—and implementing corresponding system patches and remediation—directly identified by Symantec Managed Security Services. Finally, to tackle ever-growing insider threats and endpoint security requirements, the team is in the process of testing Symantec Network Access Control, in conjunction with Symantec Endpoint Protection 11.0, for centralized endpoint security management.

By leveraging Symantec Managed Security services and Symantec Residency Services, Kamal and his team are able to avoid dealing with day-to-day operational issues and to focus on more strategic business issues related to the design and development of the Security Operations Center. In addition to the above, Symantec Managed Security Services support Kamal and his team to deliver near real-time alerting and escalation; the team is able to respond to critical alerts within five minutes, versus up to one week under other scenarios. du is also compliant with the UAE Telecom Regulatory Authority and is able to deliver security reports to the UAE Legal Intercept in virtual real time, which means it is able to avoid non-compliance-related penalties.



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