

**9:00 a.m. BU 120 - Sean Stein Auditorium**

**Nicole Darden Ford, Vice President, CISO, United Technologies**

**Kathleen McFetridge, Vice President, Infrastructure, United Technologies**

How to Use Automation and Emerging Technologies to Solve Real-World Problems

**Abstract:** An industry shortage of qualified specialized workers and an inability to retain those workers led to an opportunity to leverage augmented reality and business automation. A critical combination of high turnover and few populations to source qualified employees from, led business leaders and technologists to develop virtual teams and training platforms to fill their vital employment needs. With this automation technology, imperative security measures were required to be developed to protect intellectual property, infrastructure details, and personnel safety.

This presentation will examine how developing secure automation solutions may help address difficult situations in industry, along with a discussion on the cybersecurity risks that are inherently part of the development process. Kathleen will illustrate business issues while Nicole will describe the cybersecurity considerations and risk mitigations that encompass a holistic approach to automation across multiple industries.