



WE ARE THE
CompTIA[®]
Community

Community Meeting

Sydney, 18th September 2024

Username: CompTIA

**Password:
Comptia2024**





WE ARE THE
CompTIA[®]
Community

Community Meeting

Rose Stamell, ANZ/ASEAN Regional Community Manager



We would like to acknowledge the Traditional owners of the land on which we meet today, the Gadigal People of the Eora nation and pay our respects to Elders past and present.

Regional Groups

July

- ChannelCon (Atlanta)
- Interest Group Call: I got AntiVirus, I'm sorted, aren't I?

August

- CompTIA Cybersecurity Risk Management Workshop at CRN Pipeline,
- CompTIA Cybersecurity Risk Management Workshop at IT Nation.
- Risk Management Interest Group Call

September

- ANZ Regional Meetings in Auckland, Sydney and Adelaide

October

- CompTIA at SMBIT Professionals National Conference 2024. Oct 25-26

November

- ASEAN CompTIA Regional Meetings in Jakarta, Manila and Ho Chi Minh City





YOUR MISSION TODAY

rstamell@comptia.org

#CompTIACommunity

CompTIA Team here today



MJ Shoer
Chief Communities Officer



Estelle Johannes
Senior Director, Member Communities



Wayne Selk
VP Cybersecurity Programs, CompTIA



Kris Nagamootoo
Senior Director, Membership



Rose Stamell
Manager, ANZ and ASEAN Region Communities

WE ARE THE
CompTIA
Community

WHO IS CompTIA?

CompTIA is the vendor-neutral, non-profit trade association and leading IT certification provider for the industry and its workforce.

The CompTIA Community is the membership arm of CompTIA. We are an IT Channel Community made up of MSPs/Solution Providers, vendors, distributors, and associate member companies from across the globe.

This is all about **YOU!**



- **Antitrust**

You must not engage in discussions that could result in an unreasonable restraint of trade.

<https://www.comptia.org/membership/communities-and-councils/antitrust-statement>

- **Diversity**

We promote an inclusive environment that respects and values all individuals.

<https://comptia.informz.net/COMPTIA/pages/CompTIAATTD>

- **Anti-Harassment**

This is a respectful and safe environment for all. Any verbal, physical, or psychological harassment will not be tolerated.

<https://www.comptia.org/contact-us/harassment-complaint>

ANTITRUST, DIVERSITY & ANTI-HARASSMENT

PLEASE REPORT ANY VIOLATION OF THE ABOVE POLICIES TO COMPTIA STAFF IMMEDIATELY.
VIOLATORS WILL BE REMOVED FROM THE EVENT OR MEETING



WE ARE THE
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EXECUTIVE COUNCIL MEMBERS

Each region elects a team of up to 12 leaders from the member community to bring real world perspectives to our discussions and content presented to the community. Any member can self nominate to participate. Express your interest any time. [Email Rstamell@comptia.org](mailto:Rstamell@comptia.org)

CompTIA Community Executive Council ANZ



DAVID NORRIS
Chair
Nortec IT (MSP)



MARIA ARMSTRONG
Vice Chair
Pax8 (Distributor)



SCOTT ATKINSON
TribeTech (MSP)
MSP Chair



**GERARDO
BARANQUERO**
Avocado (MSP)



DEAN CALVERT
Calvert
Technologies/
BlackbirdIT (MSP)



NICK CLIFT
Tenasia (MSP)



SCOTT GREEN
Aportio (MSP)



WARWICK GREY
Fabric Partners NZ
(MSP)
Em.Tech Chair



AARON JACOBS
Sophos (Vendor)



KELLY JOHNSON
Acronis (Vendor)
Cybersecurity Chair



KAREEM TAWANSI
Solentive (MSP)



SHAUN WITHERDEN
Kaseya (Vendor)

Regional Groups

CompTIA. Community NORTH AMERICA	CompTIA. Community UK & IRELAND	CompTIA. Community BENELUX	CompTIA. Community DACH	CompTIA. Community ASEAN	CompTIA. Community ANZ
Canada United States	United Kingdom Ireland	Belgium Netherlands Luxembourg	Germany Austria Switzerland	Brunei Darussalam Burma Cambodia Indonesia Laos Malaysia Philippines Singapore Thailand Vietnam	Australia New Zealand



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Our Membership Across The Globe

New groups representing additional regions are always being considered.
For current information on member groups, visit connect.comptia.org.

Interest Groups

CompTIA Community NORTH AMERICA	CompTIA Community UK & IRELAND	CompTIA Community BENELUX	CompTIA Community DACH	CompTIA Community ASEAN	CompTIA Community ANZ
Advancing Women in Tech Diversity, Equity & Inclusion Cybersecurity Managed Services	Advancing Women in Tech Diversity, Equity & Inclusion Cybersecurity Emerging Tech Managed Services	Advancing Women in Tech Diversity, Equity & Inclusion Cybersecurity Emerging Tech Managed Services	Cybersecurity Emerging Tech Managed Services	Cybersecurity Emerging Tech Managed Services	Cybersecurity Emerging Tech Managed Services



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Industry Advisory Councils

CompTIA.
Community

Artificial Intelligence Advisory Council

CompTIA.
Community

Blockchain & Web3 Advisory Council

CompTIA.
Community

Channel Development Advisory Council

CompTIA.
Community

Data Advisory Council

CompTIA.
Community

IoT Advisory Council

CompTIA.
Community

SaaS Ecosystem Advisory Council

CompTIA.
Community

Workforce Advisory Council

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Record Setting Events in every region

CompTIA
Community



ASEAN



ANZ Spotlight Awards



EMEA Member and Partner Conference



ChannelCon



Benelux



CompTIA Community Forum



DACH

CompTIA
Community



GENIUS CAFÉ
Enrico Conte
Avocado/IMB Bank

Regional Group Meeting & Spotlight Awards
September 18, Sydney
Book an appointment with me to talk cybersecurity with a CISO

CompTIA
Community



GENIUS CAFÉ
Ryan Spillane
360 Consulting

Regional Group Meeting & Spotlight Awards
September 18, Sydney
Book an appointment with me to talk about mergers & acquisitions

CompTIA
Community



GENIUS CAFÉ
Tim Stephinson
SherpaTech

Regional Group Meeting & Spotlight Awards
September 18, Sydney
Book an appointment with me to talk about cybersecurity insurance

CompTIA
Community



GENIUS CAFÉ
Warwick Grey
Fabric Brand Partners

Regional Group Meeting & Spotlight Awards
September 18, Sydney
Book an appointment with me to talk about marketing for MSPs.

GENIUS CAFÉ. TODAY ONLY

Subject Matter Experts for 1:1 Meetings.
Meet Kris downstairs to check-in.





MENTORSHIP?

Mentors need to be working for a CompTIA Community Member Company.
Mentees can be anyone in the community.



Sydney Agenda

TIME	TOPIC
09:00 – 09:15 AM	Welcome & Introduction Rose Stamell & MJ Shoer, CompTIA
09:15 – 10:05 AM	AI Saved My Life. Adam Cogan, SSW & Dr Samuel Seit The Skin Cancer and Cosmetic Clinic
10:05 – 10:25 AM	CompTIA Philanthropy Program recipients 2024 Carrie Taylor & Daniella Di Santo, ABCN Scott Machin, Deadly Science
10:20 – 10:50 AM	MORNING TEA & NETWORKING BREAK, ALEXANDRA ROOM
10:40 – 10:50 AM	Genius Café (pre-booked 1:1 meetings). Downstairs Bar
10:55 – 11:40AM	Passwordless solutions, AI and cybersecurity considerations for your business. Daniela Fernandez, PayPal & David Norris, Nortec IT
11:45 AM – 12:45 PM	Risk Management for your Business. Wayne Selk, CompTIA
12:45 – 2:00 PM	LUNCH & NETWORKING, ALEXANDRA ROOM
1:00 – 1:25 PM	Genius Café (pre-booked 1:1 meetings). Downstairs Bar



Sydney Agenda

TIME	TOPIC
2:00 – 2:30 PM	Community Onboarding Project. Mick Badran, Solve.IT
2:30 – 3:00 PM	State of the Channel. Maria Armstrong, Pax8
3:00 – 3:20 PM	AFTERNOON TEA & NETWORKING, ALEXANDRA ROOM
3:20 - 4:10 PM	Panel: Getting Started with AI in Your Business Gerardo Barranquero, Avocado Mick Badran, SolveIT.Today Karen Powell, Omnipresence Uly Maclaren, SSW Kareem Tawansi, Solentive
4:10 – 5:00 PM	Bayside Chat MJ Shoer & Wayne Selk, CompTIA
5:00 – 6:00 PM	PRE-DINNER DRINKS & CANAPES – Deanah’s View Balcony
5:55PM	Begin moving across to Sarah Grand Room for the Spotlight Awards Dinner



Let's get going!

WE ARE THE CompTIA® Community

9:15 - 10:05 AM



KEYNOTE 1: AI SAVED MY LIFE.

ADAM COGAN, SSW & DR SAMUEL SEIT THE SKIN CANCER AND COSMETIC CLINIC

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**Empowering students to
pursue STEM careers**



ABCN is a not-for-profit that brings business and schools together to address educational disadvantage

- We connect volunteers from corporate Australia with students from low socio-economic backgrounds to provide accessible workplace-based mentoring programs
- ABCN Programs develop students' confidence, skills and aspirations, vital for thriving in the workplace of the future
- Established in 2005, we are a network of over 50 leading companies and 200 partner schools across Australia
- Our vision is for all young Australians to reach their potential in the future world of work, regardless of socio-economic background



About ABCN



Why is this important?

Socio-economic disadvantage is strongly associated with lower academic outcomes as well as lower levels of confidence and creativity, with impacts that persist well beyond school

Compared to the national average, 24 year-olds from the lowest socio-economic background are:

- Less than half as likely to have, or be working towards, a university degree (17.9% compared to an average of 41.5% nationally)
- Substantially less likely to be fully engaged in employment, education or training (50.8% compared to 70.3%)

Students from low-income backgrounds have a lack of understanding of real-world STEM career application, career pathways and role models leading them to drop STEM subjects early in their high school careers.

- 63% of students would be more likely to consider a career in tech if they knew about job opportunities

Value of ABCN

ABCN works with our partners and members to build impactful partnerships that drive social equity, grow the future generation workforce and support the success of our member organisations and their people



YOUR ORGANISATION

Fulfil and align with social purpose goals

- Increase staff engagement and retention
- Connect and build trust with the local community
- Align with organisational ESG, diversity & inclusion and community goals



YOUR PEOPLE

Give to the community and build leadership skills

- Increase job satisfaction and wellbeing
- Strengthen skills development, especially leadership, mentoring, and coaching
- Promote engagement, cohesion and teamwork



STUDENTS

Create connections, change mindsets and raise aspirations

- Enhance career understanding and confidence by developing life and enterprise skills
- Access professional connections & role models
- Increase school engagement and resilience



COMMUNITIES

Generate long-term and lasting benefits

- Reduce educational inequities and increase income mobility
- Increase wellbeing and economic participation
- Increase diversity & inclusion in Australian business and business leadership roles

Impact 2023 – our reach



9,109

Students mentored
with a total of 12,258
students involved in
all initiatives



4,462

Volunteer mentors
with a total of 4,886
volunteer participants
in all initiatives



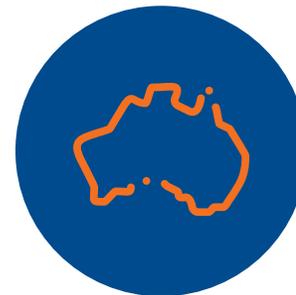
22,559

Volunteer hours
donated by
employees of ABCN
partners



206

Schools participated
in ABCN programs



734

ABCN programs
spanning all states and
territories

Impact 2023 – our students

31% 

Increase in career pathways understanding

Understanding future opportunities for study, careers and flexible routes into them, facilitating transitions to the post school world.

46% 

Increase in transferable enterprise skills

Gateway skills which can influence success in early careers, including interpersonal skills, interview technique and teamworking

41% 

Increase in personal qualities and life skills

Personal qualities including confidence, goal-setting, motivation, resilience and self awareness, which can be powerful predictors of success in education and work

59% 

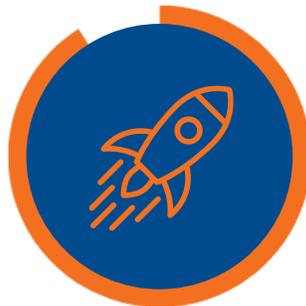
Goals & Aspirations students received university offers

Compared to 60% national average and 46% of students from low socio-economic areas. Source: Productivity Commission 2019



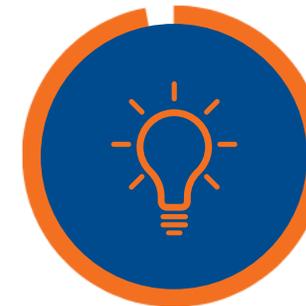
90%

Goals and Aspirations students completed Year 12 (compared to 78% national average and 72% of students from low socio-economic areas.) Source: ACARA 2021.



91%

Of scholarships students graduating from Accelerate are employed or studying (compared to 71% of 24-year-olds from the median socio-economic decile.) Source: Mitchell Institute 2020.



97%

Interview 2 Impress students say they understand how to prepare for a job interview (compared to 38% beforehand)



780
students
participated
in 2023

Working with Years 7 and 8, increasing the awareness and excitement of STEM and STEM careers through a series of hands-on STEM skills workshops

Innovate

Rating statement	Before	After	Increase
I am interested in STEM subjects	47%	88%	41%
I would like to continue to study STEM subjects in the future	40%	77%	37%
I am aware of different types of STEM-related careers	46%	93%	47%



Innovate



- 3 Weeks x 2-hour sessions**
- 1. Natural Resources - Puff Mobile**
 - 2. Artificial Intelligence - How does it work**
 - 3. Natural Disasters - Emergency Shelter**



Tech Careers Expo

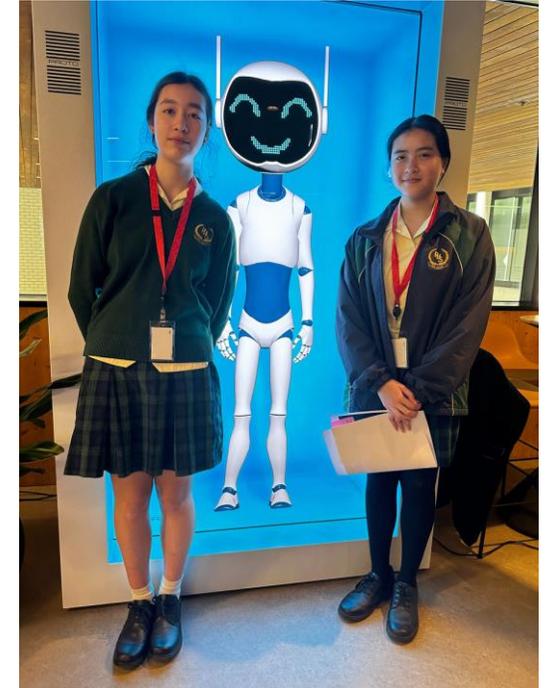
217
students
participated
in 2023

Demystifying the diversity of tech careers for Year 10 students through a multi-business Tech careers showcase

Rating statement	Before	After	Increase
I understand what a tech career is	42%	97%	55%
I understand the range of tech career options available to me	33%	97%	64%
I understand the benefits and opportunities of a tech career	53%	93%	40%



- Hands-on immersive and interactive experience at ABCN Tech Companies
- Visiting a workplace and seeing Tech jobs in action
- Year 10 Students



Tech Careers Expo

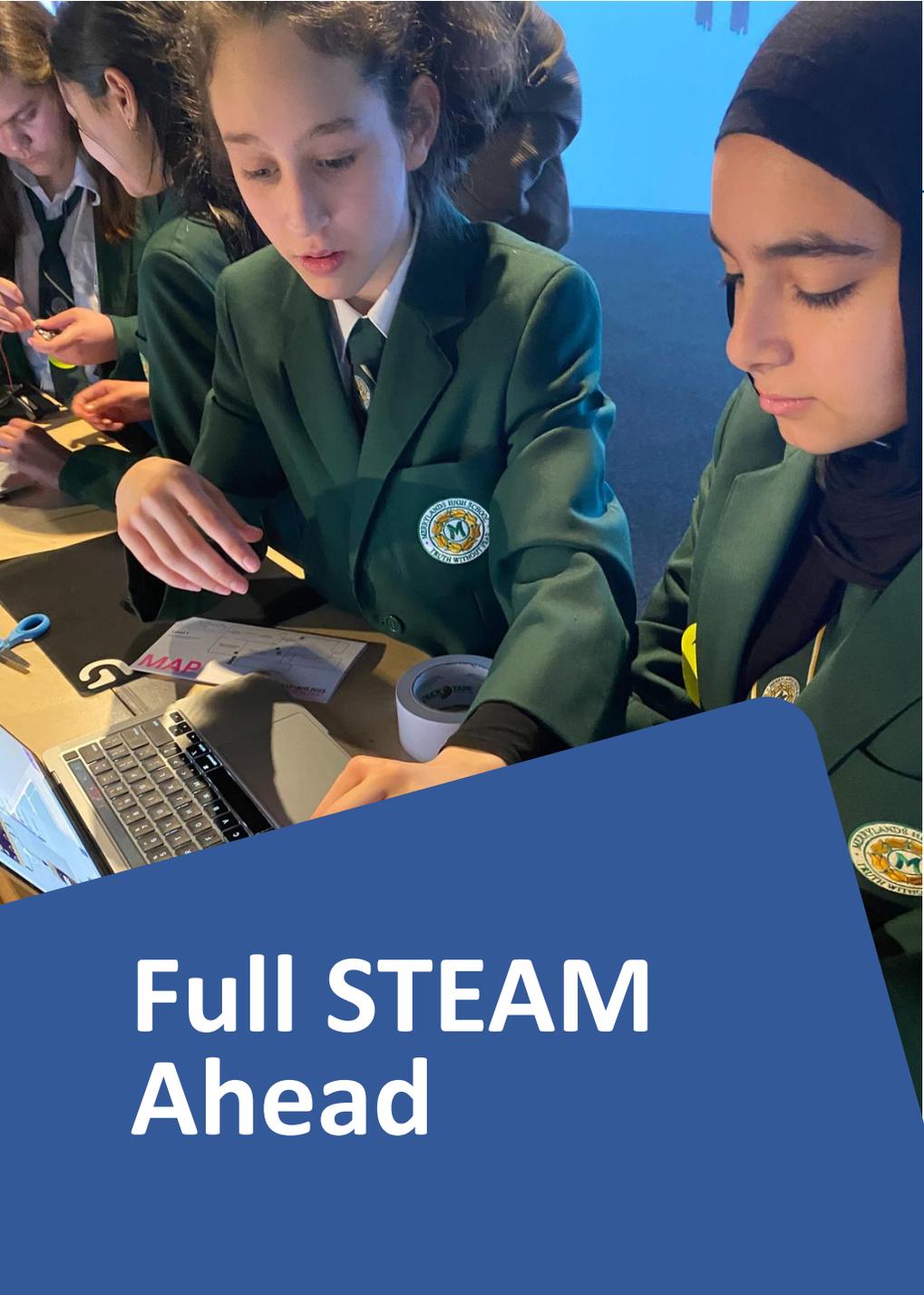
POWERHOUSE MUSEUM

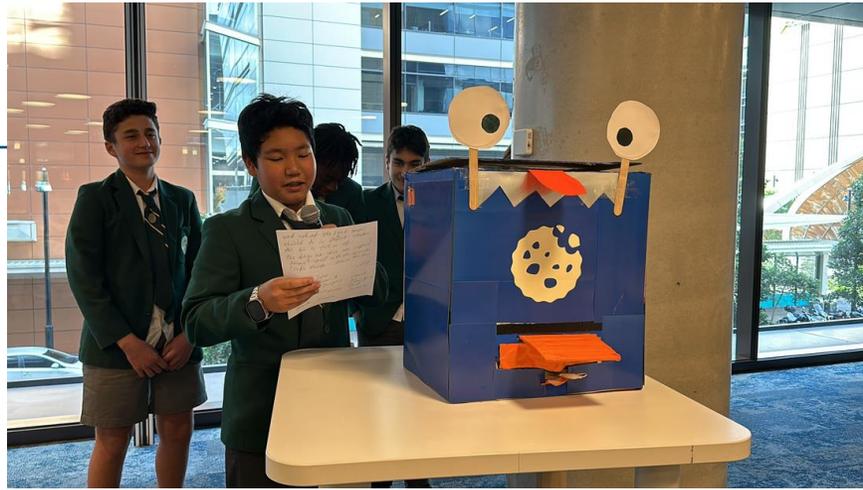
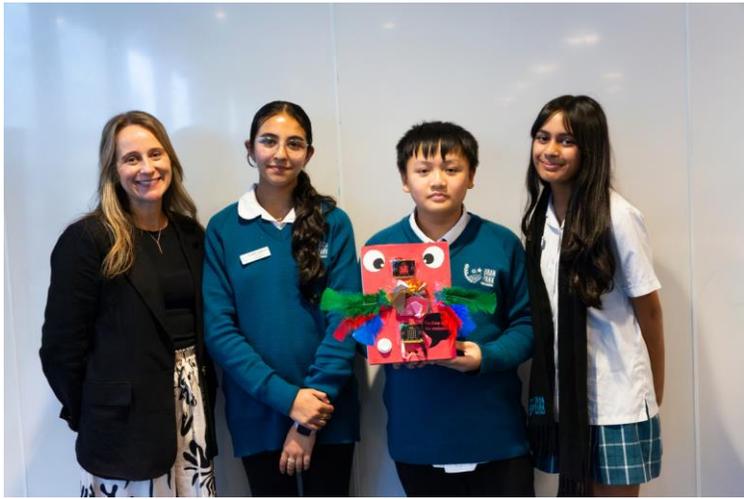
280
 students
 participated
 in 2023

A Year 5-8 careers program combining fun, hands-on STEAM skill development with practical understanding of STEAM career pathways, the STEAM workplace and how STEAM skills are applied in jobs

Rating statement	Before	After	Increase
I would like to continue to study STEAM subjects	43%	82%	39%
I am aware of the different types of STEAM related careers	30%	89%	59%
I have improved my coding skills	37%	88%	51%

**Full STEAM
 Ahead**

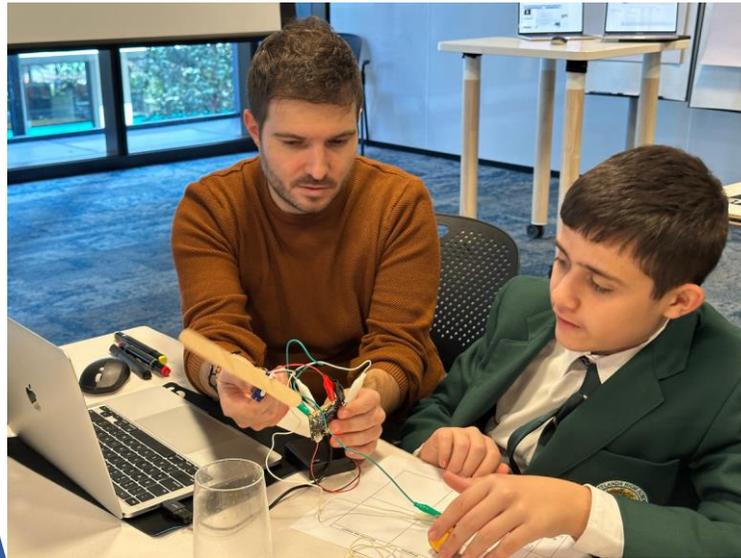




**Year 5 – Year 8
Students**

- 1. Design Thinking**
- 2. Coding**
- 3. Hackathon**

**Full STEAM
Ahead**



Why mentor?



said their mentoring/coaching skills improved after the program.



grew their understanding of other generations and cultures.



felt inspired to help others more often as a result of the program.



have developed personally from participation in the program.





'I became more aware of the kind of person,
and the kind of leader that I want to be,
and how to achieve that - simply
through mentoring a student.'

Matthew, mentor at Ventia

Contact

Carrie Taylor
Corporate Partnerships Manager
Carrie.Taylor@abcn.com.au
0478 759 156

Daniella Di Santo
National STEM Lead
Daniella.DiSanto@abcn.com.au
0403 086 572

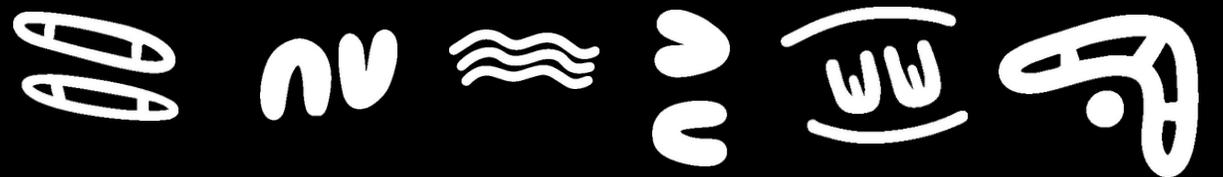
Follow ABCN on LinkedIn:





DEADLY SCIENCE

www.deadlyscience.org.au



WHAT WE DO

We are Australia's leading Indigenous STEM charity providing over 1700 schools and community organisations across Australia with culturally appropriate resources and educational STEM programs.

OUR VISION

To create STEM equity for Aboriginal and Torres Strait Islander learners

WHAT IS STEM

STEM is Science, Technology, Engineering and Maths. STEM education is an inter-disciplinary approach to improve problem solving and analytical skills.



WHO WE EMPOWER



Schools must meet at least two of the five criteria below in order to receive support and resources directly from DeadlyScience:

- At least 15% of the student population is Indigenous identified.
- The school is classified as “Outer Regional”, “Remote”, or “Very Remote”.
- The school shows attendance records that demonstrate a student attendance rate below the national average for at least three consecutive years.
- The school has minimal science resources.
- At least 50% of the student population is deemed to have below average (ie. in the bottom two quartiles) Socio-educational Advantage (SEA) OR the school falls into the bottom 50% (less than 1000) of the Index of Community Socio-educational Advantage (ICSEA), as reported by MySchools/ACARA



WHY THIS MATTERS



0.5%

The percentage of First Nations students with a University STEM qualification



5.2%

The percentage of non-Indigenous students with a University STEM qualification

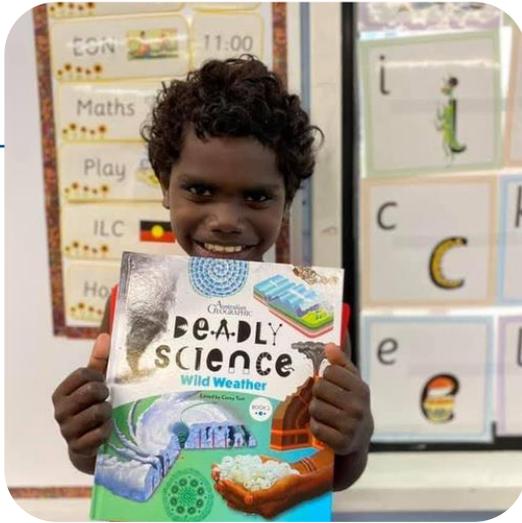


The 2020 Australia's STEM Workforce Report highlighted that the percentage of the Australian non-Indigenous population with a University STEM qualification is 5.2%. The percentage of Aboriginal and Torres Strait Islander with a University STEM qualification is 0.5% (or one tenth of the non-Indigenous rate). That's a massive discrepancy. For regional and remote Indigenous people the percentage is even lower.

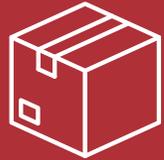
At DeadlyScience our objective is to turn around this discrepancy. Our programs are designed to address education poverty by encouraging students to engage with, and gain an understanding of the science knowledge held within their community.

Fostering the next generation of First Nations scientists





1,700+
Schools and
communities across
Australia and the Torres
Strait



Supplied 8000+
boxes of books &
STEM resources



DEADLYSCIENCE PROGRAMS **CompTIA** Community

DeadlyScience® programs are aimed to support STEM education with a focus on empowering and inspiring Aboriginal and Torres Strait Islander learners. Our programs are designed to eliminate STEM poverty and create STEM equity for these learners.

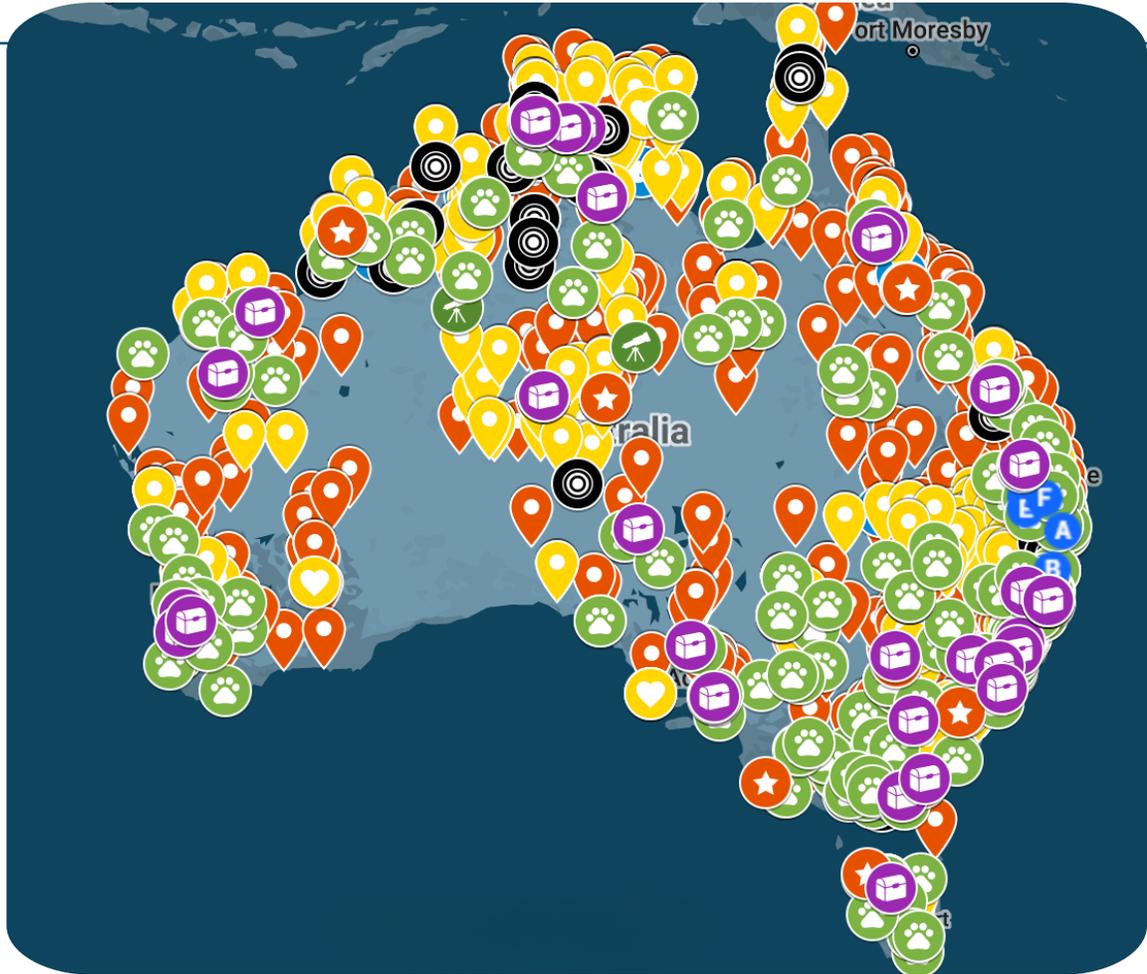
Our programs include:

- **DeadlyScience Club® (Engagement)**
 - Deadly Learners
 - Deadly STEM in Schools
 - Deadly Labs
 - Resource Development and Distribution
 - Deadly STEM Awards
- **DeadlyScience Pathways® (Employment)**
 - Walter and Eliza Hall Institute of Medical Research Immersion



OUR IMPACT

ComoTIA.



BOXES OF RESOURCES

8,000+

We delivered 8,000+ boxes of resources to Indigenous learner classrooms and schools across Australia.



BOOKS DELIVERED

25,000+

We sent 25,000+ books across Australia, helping to educate and inspire the next generation of Deadly Scientists.



LEGO GROUP RECIPIENTS

1,500+

We sent LEGO to 1,500+ recipients across Australia, helping to educate and inspire.



SCHOOLS

1700+

We delivered programs and resources to 1700+ schools.



LEARNERS

34,000+

Our programs were delivered to 34,000+ students across Australia.



TELESCOPES

700+

We supplied 700+ telescopes to Indigenous learner classrooms across Australia.



2024 DeadlyScience. All Rights Reserved.

DeadlyScience pays respect to the Traditional Custodians of the land, to all Elders past and present, and to First Nations people everywhere.

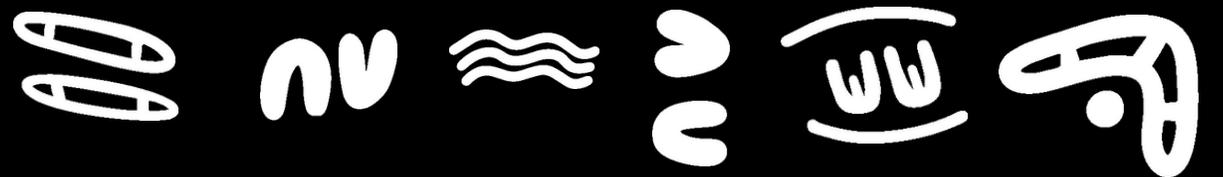


**DEADLY
SCIENCE**



DEADLY SCIENCE

www.deadlyscience.org.au



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10:00 – 10:20 AM

COMPTIA PHILANTHROPY PROGRAM



AUSTRALIAN BUSINESS COMMUNITY NETWORK – CARRIE TAYLOR & DANIELLA DI SANTO
DEADLY SCIENCE – SCOTT MACHIN

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10:20 - 10:50 AM MORNING TEA & NETWORKING, ALEXANDRA ROOM

10:25 - 10:50 AM GENIUS CAFÉ, DOWNSTAIRS BAR

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WE ARE THE CompTIA® Community

10:55 -11:40 AM



**KEYNOTE 2: PASSWORDLESS SOLUTIONS, AI AND CYBERSECURITY
CONSIDERATIONS FOR YOUR BUSINESS**

DANIELA FERNANDEZ, PAYPAL & DAVID NORRIS, NORTEC IT

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11:45 -12:45 PM



RISK MANAGEMENT FOR YOUR BUSINESS..

WAYNE SELK – COMPTIA

CAUTION – Fair Warning!

I May →

Get Passionate

Sound Frustrated

Be Full of Excitement

Ask for Participation

Get You Thinking

Make You Passionate

Make You Frustrated

Make You Full of Excitement



- Introduction
- Understanding Risk
- Risk Assessment
- Risk Mitigation Strategies
- Tools and Technology
- Regulatory Compliance
- Q&A



Understanding Risk

For. Your Business Before You Start Talking Risk With Clients

Each person sees risk differently

This is especially true with your business

There are seven types of risk we each deal with every single minute of the day

Strategic

Compliance

Financial

Operational

Reputational

Global

Competitive

Risk Aligned to Business Objectives

Alignment is important across the organization

Workbook worksheet

Once You Identify the Risk, You Need to Assess Likelihood and Impact

Conduct a Business Impact Analysis

Helps Prioritize

Template Available

Risk Assessment Table										
(1) Asset or Operation at Risk	(2) Hazard	(3) Scenario (Location, Timing, Magnitude)	(4) Opportunities for Prevention or Mitigation	(5) Probability (L, M, H)	Impacts with Existing Mitigation (L, M, H)					(11) Overall Hazard Rating
					(6) People	(7) Property	(8) Operations	(9) Envrionmen t	(10) Entity	



Risk Mitigation Strategies

How Do You Mitigate Risk?

What are some of the preventative measures you use to mitigate risk?

What do you use if risk raises it head?

Does anyone have a success story to share using either preventative measures or a plan?



Tools and Technology

We Love our Technology!

We have talked about the BIA

Governance, Risk, and Compliance Tools

Cyber Insurers are getting into this space

Would the industry benefit from having Automation and AI in this space?



Yes, Regulation is Coming and You Need to Stay Ahead of it

Data Privacy Laws

Nothing Concrete for Regulating MSPs in Australia, yet...

Staying ahead, consider the CompTIA Cybersecurity Trustmark



Questions?

Sydney Agenda

TIME	TOPIC
09:00 – 09:15 AM	Welcome & Introduction Rose Stamell & MJ Shoer, CompTIA
09:15 – 10:05 AM	AI Saved My Life. Adam Cogan, SSW & Dr Samuel Seit The Skin Cancer and Cosmetic Clinic
10:05 – 10:25 AM	CompTIA Philanthropy Program recipients 2024 Carrie Taylor & Daniella Di Santo, ABCN Scott Machin, Deadly Science
10:20 – 10:50 AM	MORNING TEA & NETWORKING BREAK, ALEXANDRA ROOM
10:40 – 10:50 AM	Genius Café (pre-booked 1:1 meetings). Downstairs Bar
10:55 – 11:40 AM	Passwordless solutions, AI and cybersecurity considerations for your business. Daniela Fernandez, PayPal & David Norris, Nortec IT
11:45 AM – 12:45 PM	Risk Management for your Business. Wayne Selk, CompTIA
12:45 – 2:00 PM	LUNCH & NETWORKING, ALEXANDRA ROOM
1:00 – 1:25 PM	Genius Café (pre-booked 1:1 meetings). Downstairs Bar



WE ARE THE CompTIA® Community



12:45PM-2PM

LUNCH & NETWORKING, ALEXANDRA ROOM

1PM-1:25PM

GENIUS CAFÉ, DOWNSTAIRS BAR

Sydney Agenda

TIME	TOPIC
2:00 – 2:30 PM	Community Onboarding Project. Mick Badran. Solve.IT
2:30 – 3:00 PM	State of the Channel. Maria Armstrong, Pax8
3:00 – 3:20 PM	AFTERNOON TEA & NETWORKING, ALEXANDRA ROOM
3:20 – 4:10 PM	Panel: Getting Started with AI in Your Business Gerardo Barranquero, Avocado Mick Badran, SolveIT.Today Karen Powell, Omnipresence Uly Maclaren, SSW Kareem Tawansi, Solentive
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5:55 PM	Begin moving across to Sarah Grand Room for the Spotlight Awards Dinner



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Community

2pm-2:30pm



KEYNOTE 3: UNIVERSITY OF QLD ON-BOARDING COMMUNITY PROJECT

MICK BADRAN, SOLVEIT.TODAY

University of Queensland Onboarding Community Project

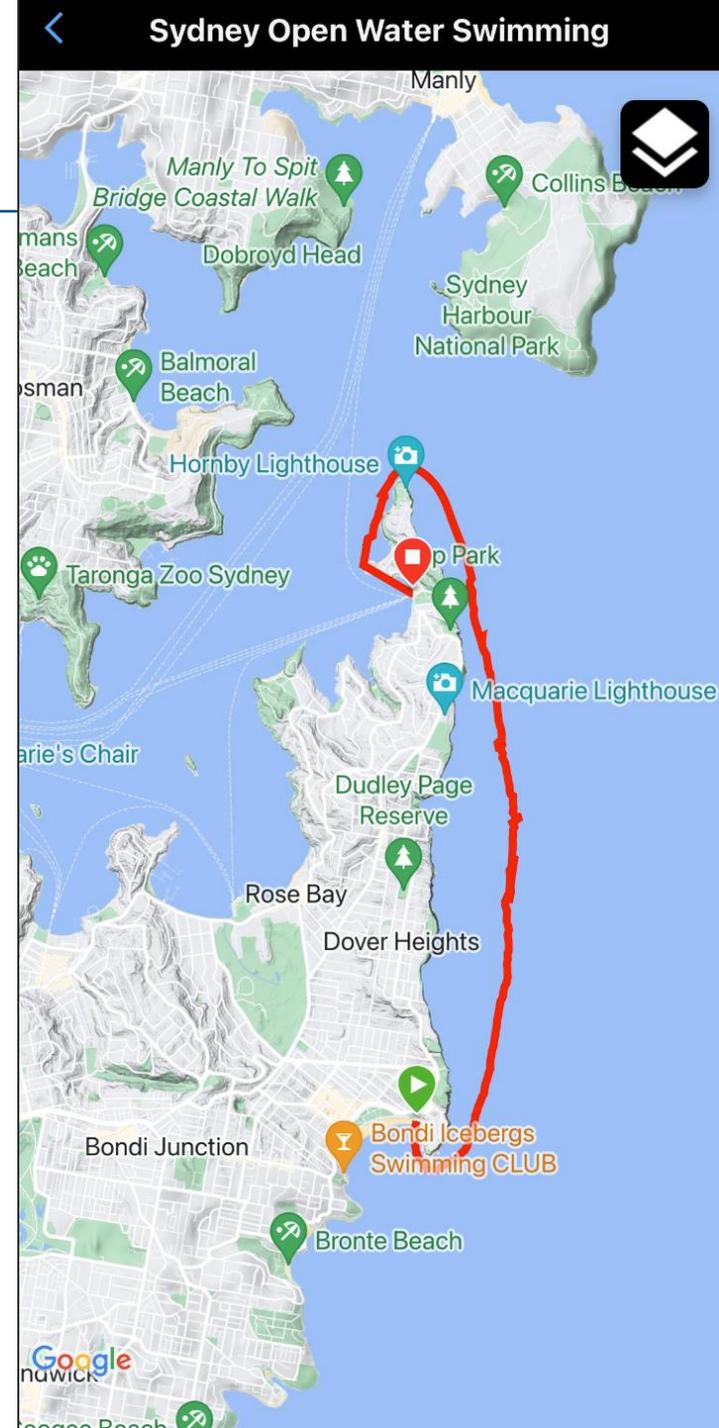
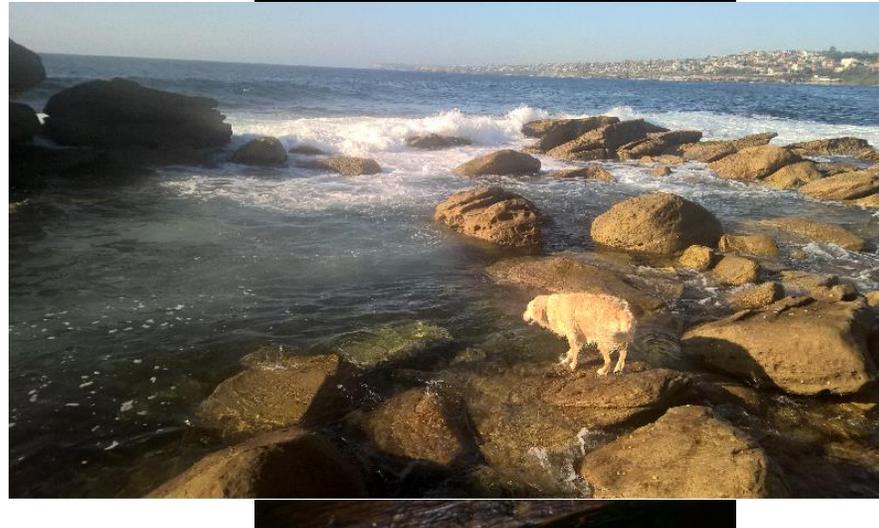


Addressing Student Retention:
Empowering Young Female Students through Mentorship and Community
Projects



Who am I?

- **Mick Badran**
- Developing tech for over 30 years 😊
- Previous - Healthcare Startup
- LinkedIn: mickbadran



Introduction – How did this come about?

Personally run a Mentoring Program

- Young people.
- A friend approached me about the group of Uni students wanting to make a difference.

So it started - The Challenge

- Significant percentage of young female international students dropping out before completing their first year of university.
- The surprise behind the main cause: Beyond academic challenges, addressing social, cultural, and emotional factors.

Let me share the Journey to date....

Mentorship and the Power of each other

Role as a Mentor – My Aim:

- Give guidance
- Nudge the girls along the path
- Tap into the power of peer support.
- Collaboration among students.
- Almost a year now

“Success is determined by the people round the table”

Technology Partner – Microsoft Startup Program

Creating Impact through Community

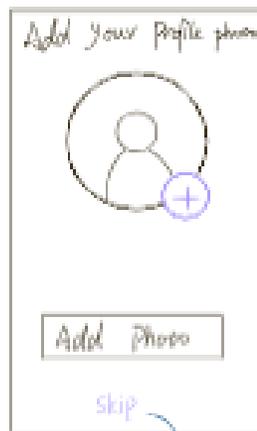
Onboarding App/Solution concept was born....

They wanted to help others coming into uni life.

Conceived during their uni holidays – out of uni work.

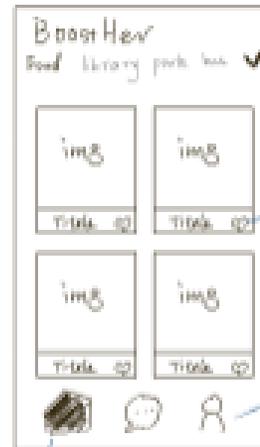
The girls tapped into their learnt skills – amazing

First Time Log In (New User) - 4



skip
Set photo as B's logo image as default if skipped

Home page - after new user set up all info will open
existing user (already set up all username, phone, interest)



black color +
indicates which page user is on now - we can change it

user can like a post or send user their profile (or we can have separate like button)

maybe we can move the settings inside user profile

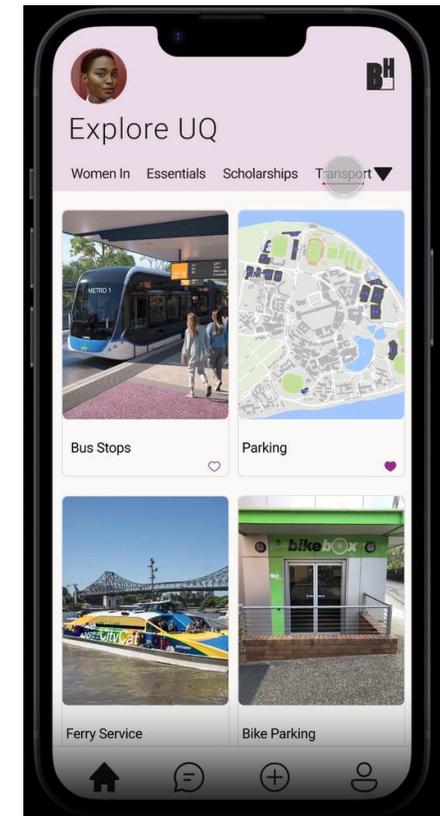
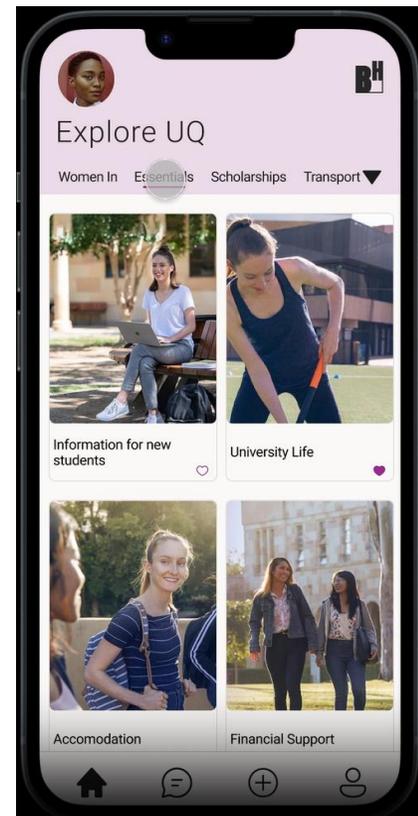
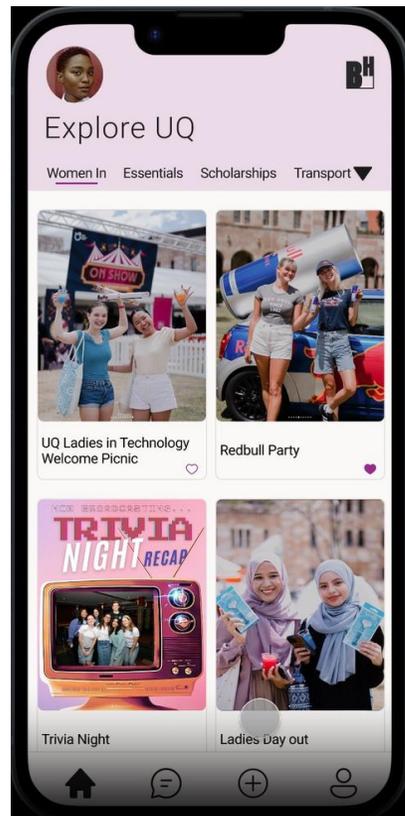
Creating Impact through Community

Meet some of the people....



Creating Impact through Community

Onboarding App/Solution concept was born....



Creating Impact through Community

Where are we up to today:

V2.0

More Facilities
coming
onboard

Girls
* looking to
run as a
Startup

"I've learnt more in the last 6 months than I have at 3 years of Uni"

Wrapping Up

What made it work:

Combination of the right people around the table

Business/Know-how support

Technology support

Self-Determination

Thank you and Q&A

Sydney Agenda

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2:30 - 3 PM



STATE OF THE CHANNEL WITH PRIVACY ACT CHANGES

MARIA ARMSTRONG, PAX8 & COMPTIA COMMUNITY ANZ VICE CHAIR

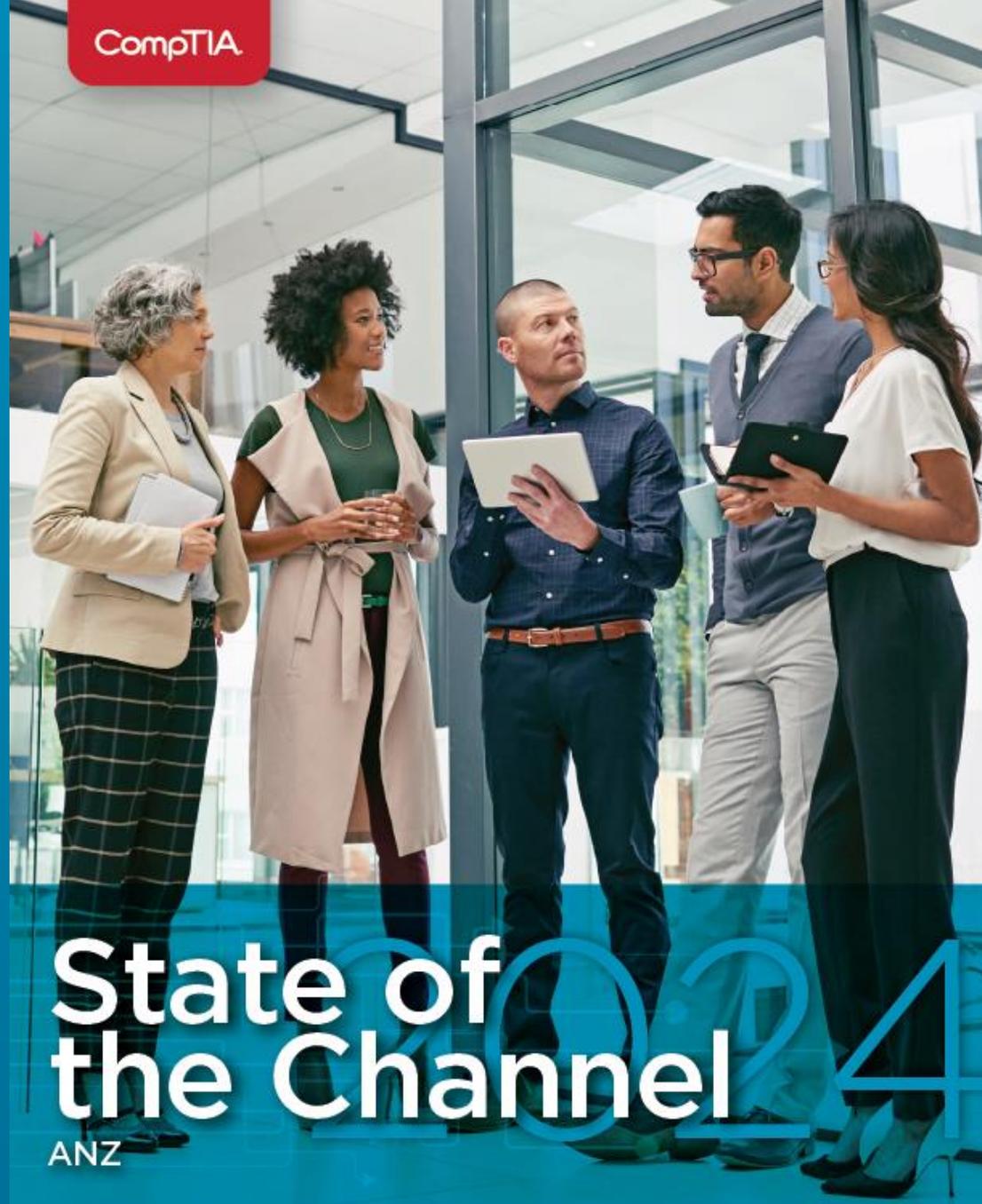
CompTIA®

State of the Channel 2024 ANZ



CompTIA

State of
the Channel 2024
ANZ



Key State of the Channel Stats

\$1.5 trillion

Estimated spending on IT services globally in 2024, an 8.7% growth rate year-over-year to place as top segment of technology spending for the first time.

(Source: Gartner, January 2024 projection)

58%

of ANZ channel firms say their business is in better shape today than it was two years ago

49%

of ANZ channel firms say competition and pricing pressure concern them most as top inhibitors to revenue growth and profitability

44%

of ANZ channel firms say they plan to sell generative AI-based solutions to customers in 2024

46%

of ANZ channel firms cited training and certification as the main remedy for improving business skills

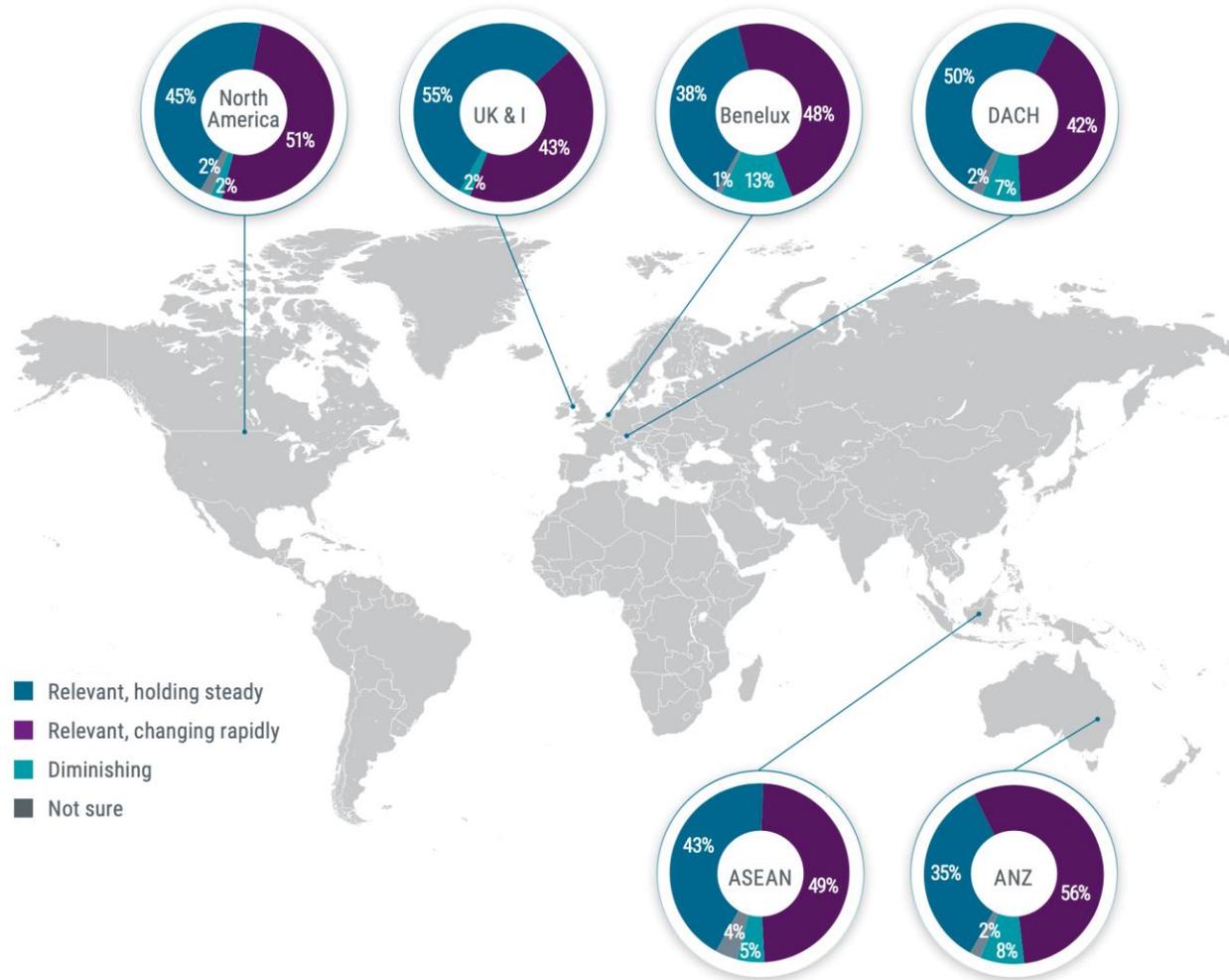
30%

of ANZ channel firms say they participate in zero to four partner programs today

26%

of ANZ channel firms describe their company as “expert” in terms of general business acumen

Global Channel Outlook

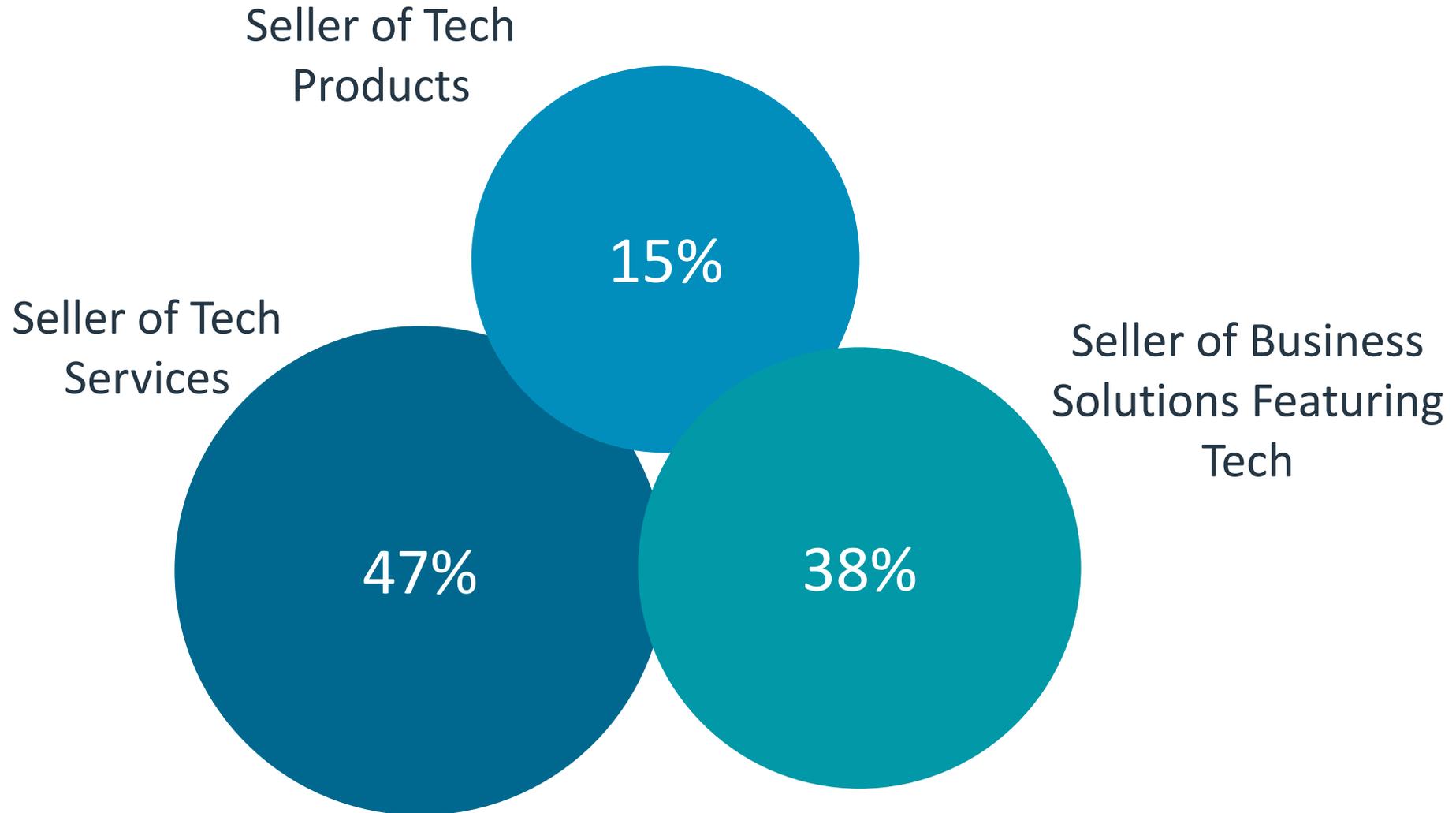


Top Priorities in Maintaining a Relevant and Future-Oriented IT Channel

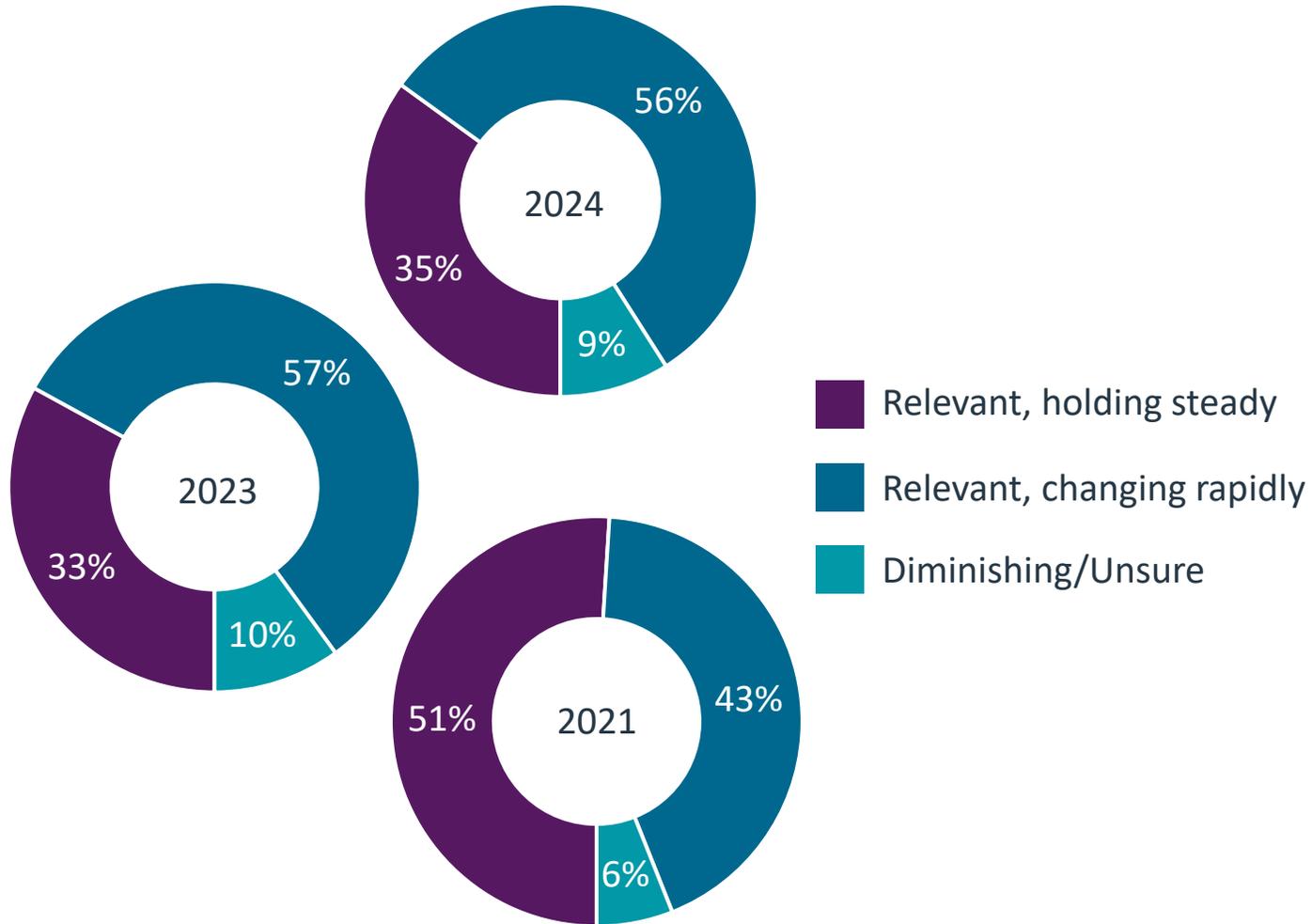
	Australia & New Zealand	Benelux	ASEAN	UK & Ireland	DACH	North America
Top Positive Opportunity	Availability of generative AI tools & solutions	Availability of generative AI tools & solutions	Availability of generative AI tools & solutions	Technology's growing complexity creates demand for expertise	Technology's growing complexity creates demand for expertise	Technology's growing complexity creates demand for expertise
Top Negative Development	External factors (i.e., global economy, inflation, interest rates)	External factors (i.e., global economy, inflation, interest rates)	Competition from online marketplaces & non-traditional players (i.e. prof services firms)	Competition from online marketplaces & non-traditional players (i.e. prof services firms)	External factors (i.e., global economy, inflation, interest rates)	External factors (i.e., global economy, inflation, interest rates)

Channel practitioners will fill their to-do list with items ranging from how to embrace new technologies like AI; handle new types of competition and market changes; capitalize on new and more sophisticated services opportunities; optimize and improve internal business functions and better serve customers and the workforce.

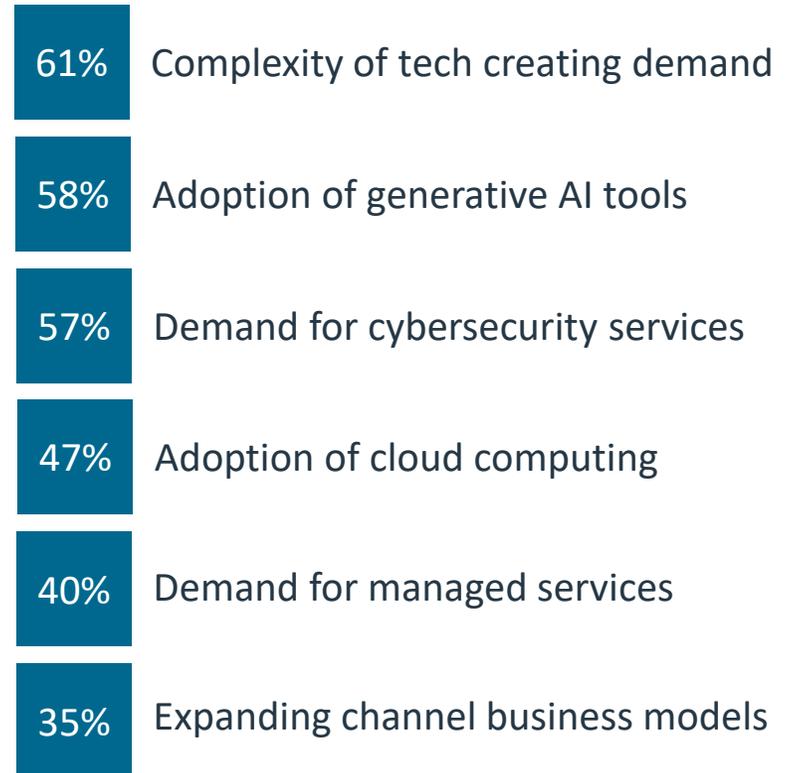
How Channel Firms Describe Their Primary Business



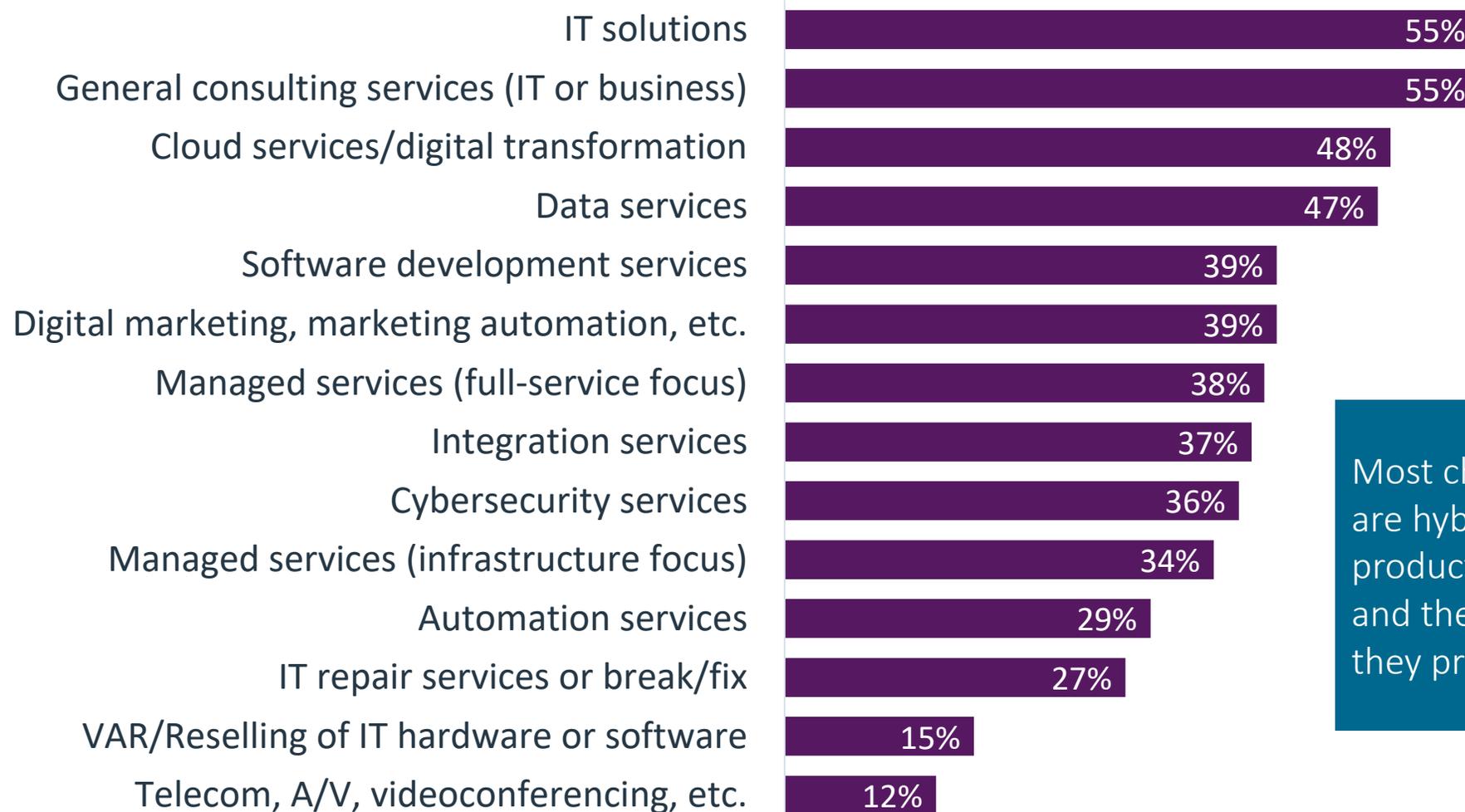
State of the IT Channel



Factors Contributing to Healthy IT Channel

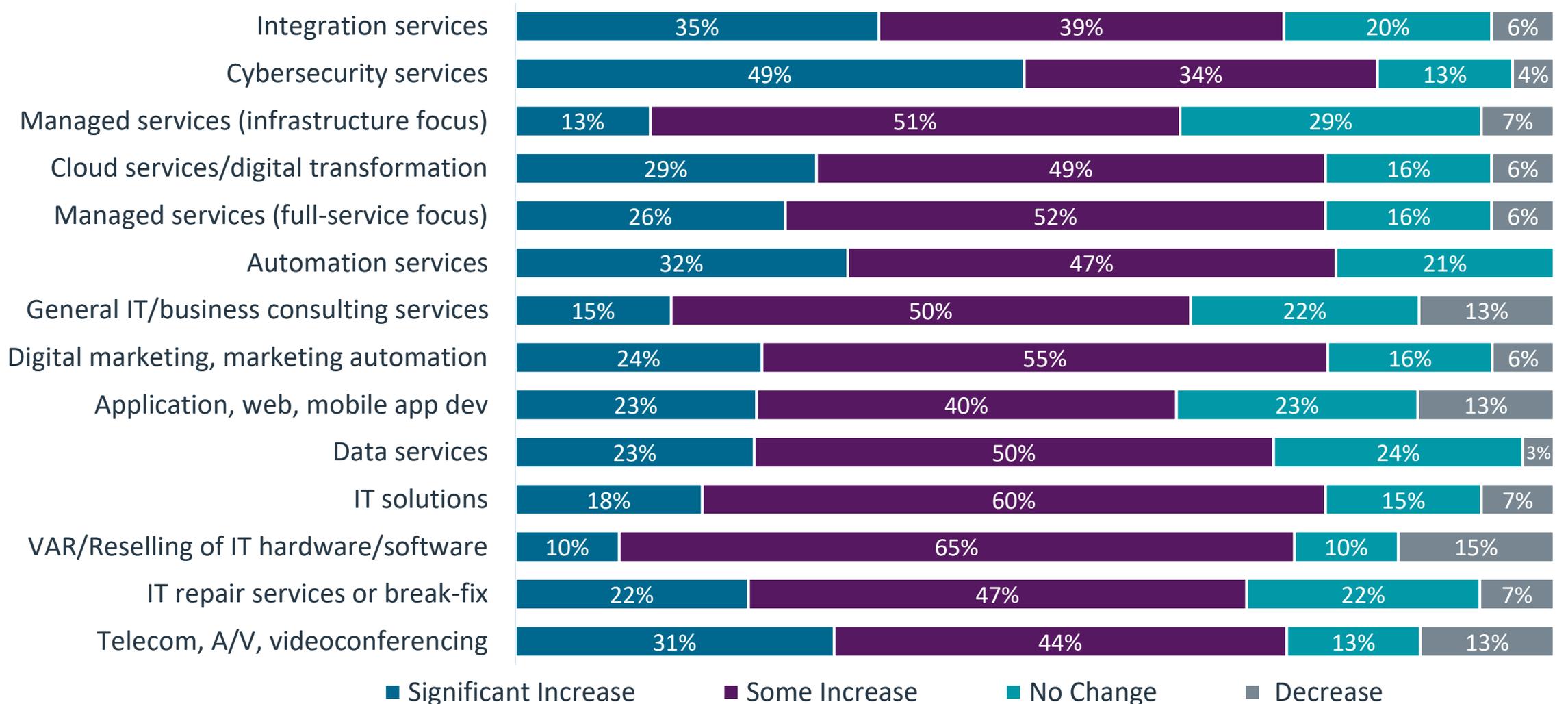


Company Lines of Business Offered

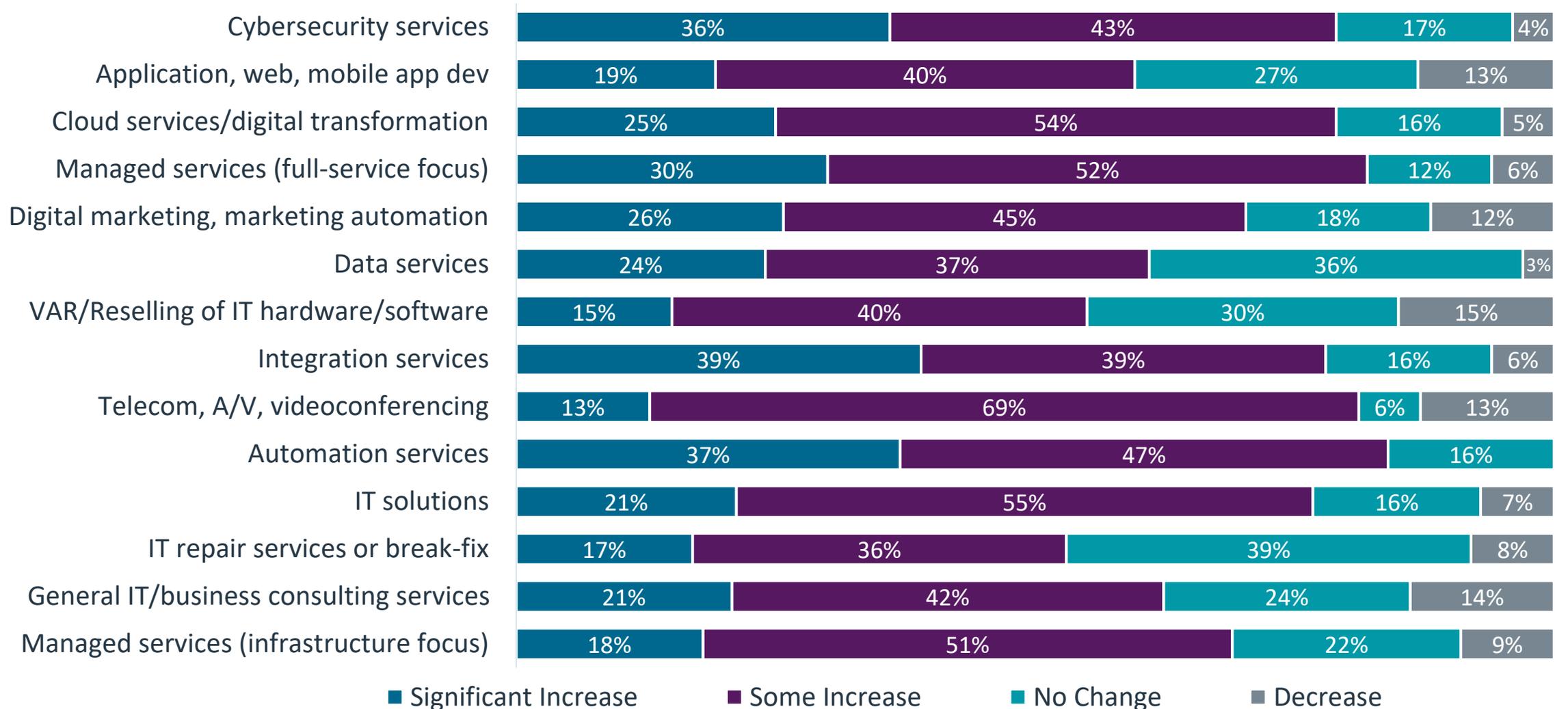


Most channel firms today are hybrid in terms of their product category offerings and the types of services they provide to customers.

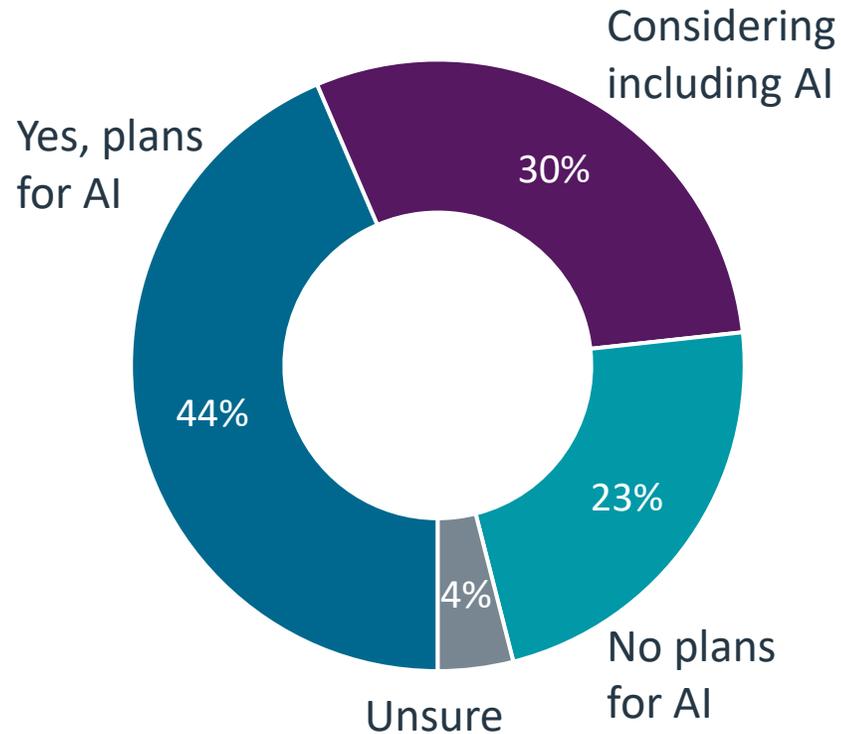
Revenue Growth Expected Over Next Two Years



Profit Margins Expected Over Next Two Years



AI Solutions and Sales Over the Next Year



Customer experience

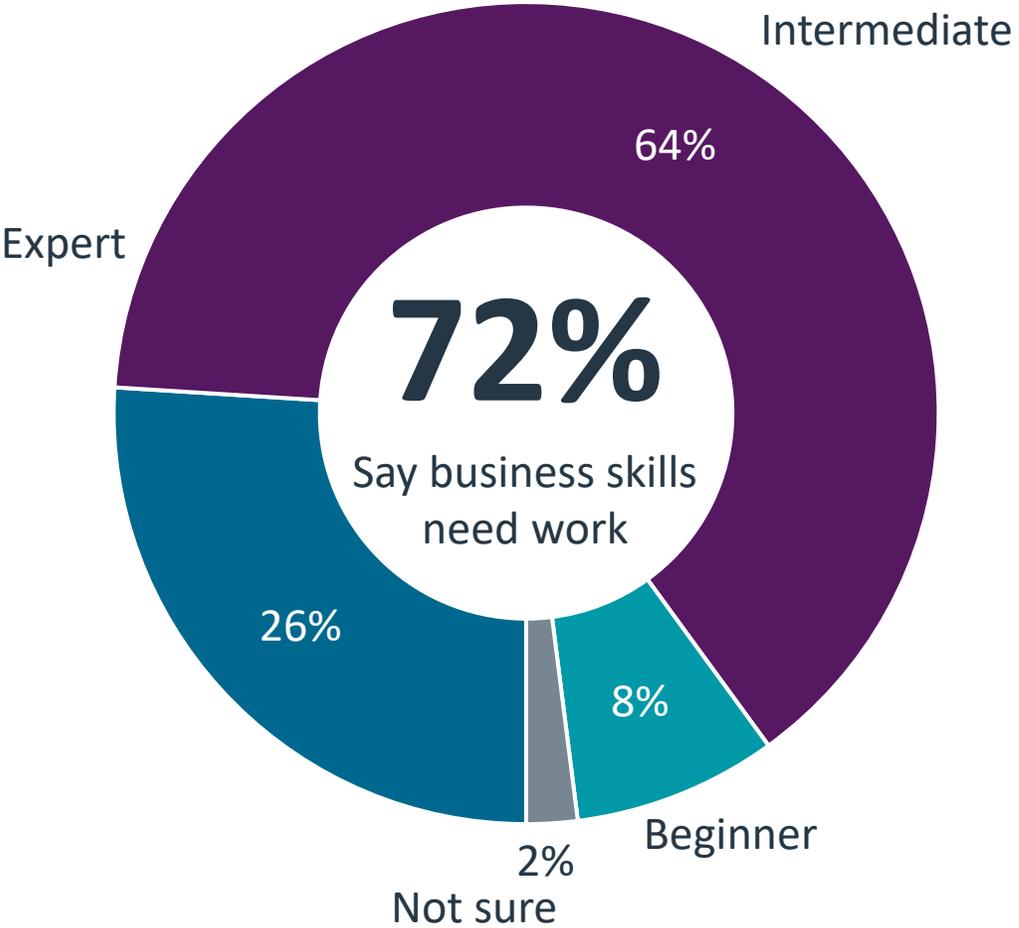
Sales and marketing

Operations

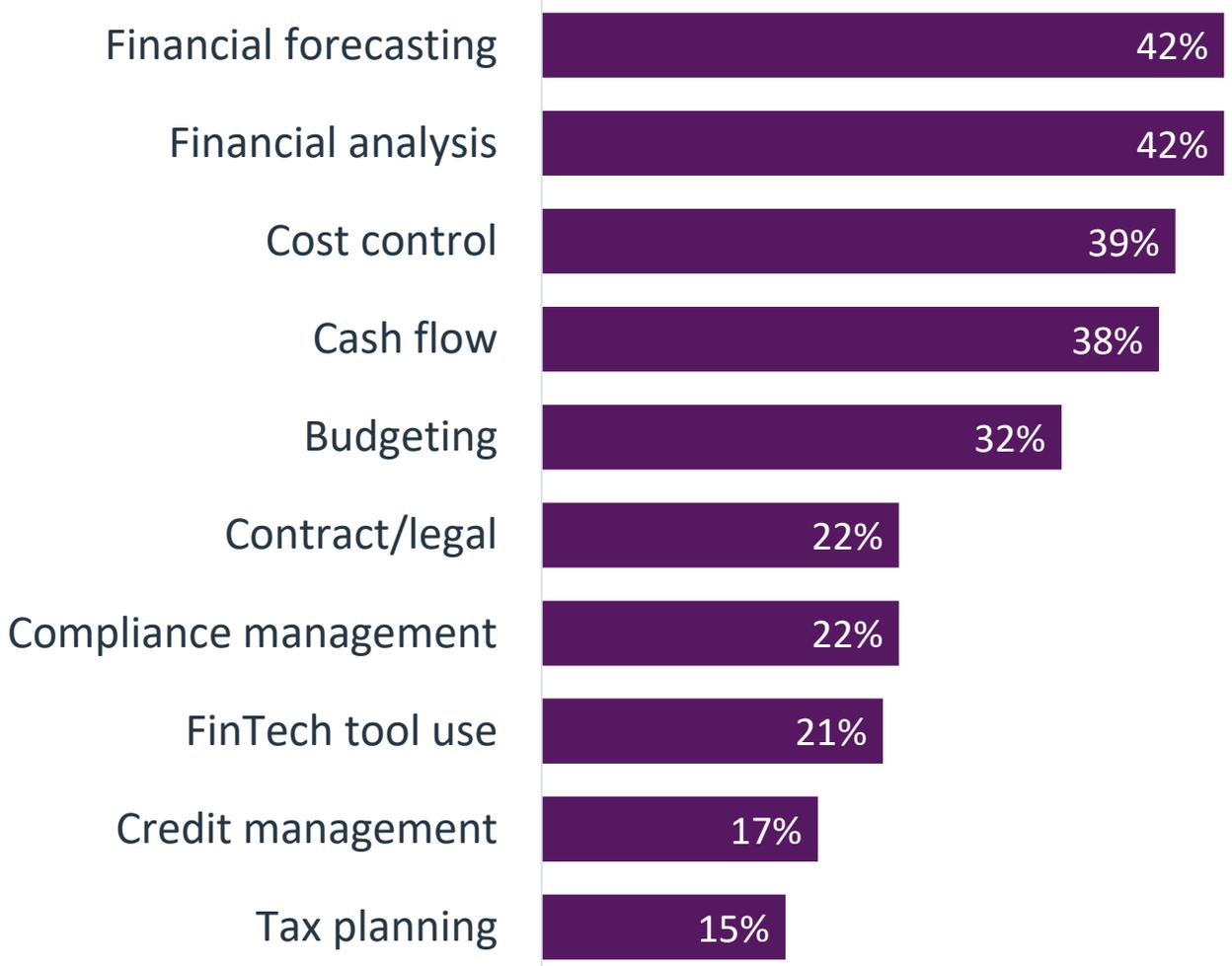
Business decision-making

Business management

Self-Rating of Company's Business Acumen

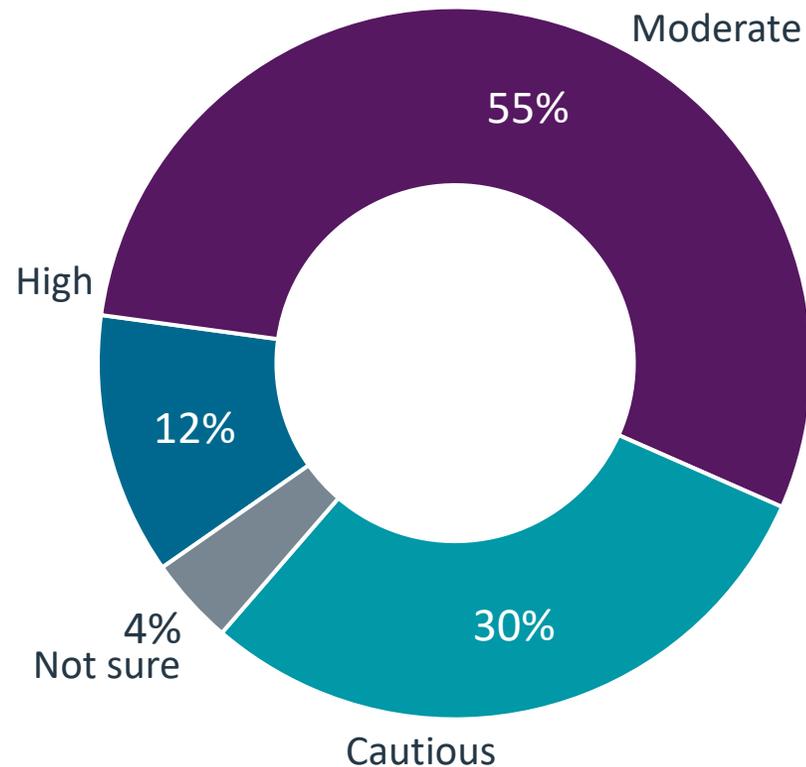


Areas Needing Improvement

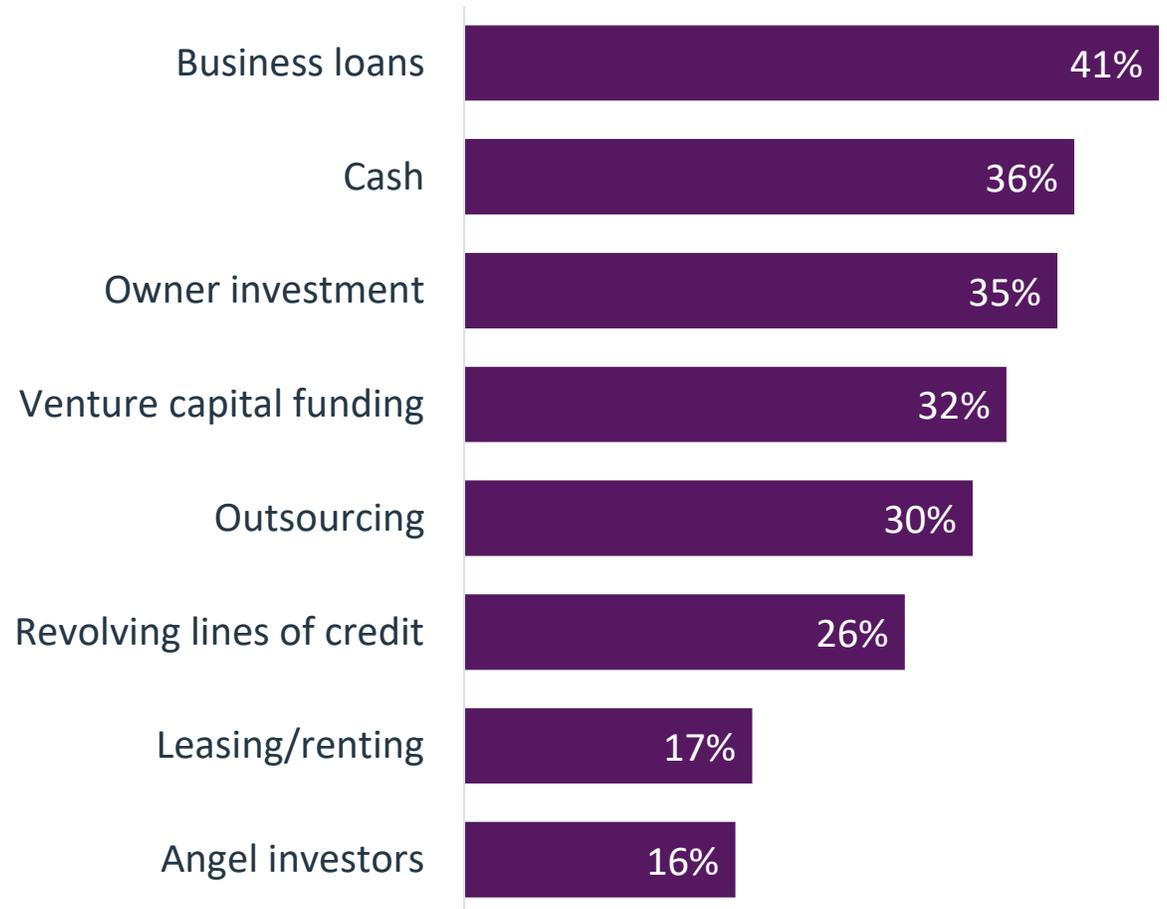


Operational Improvement Tied to Risk and Funding

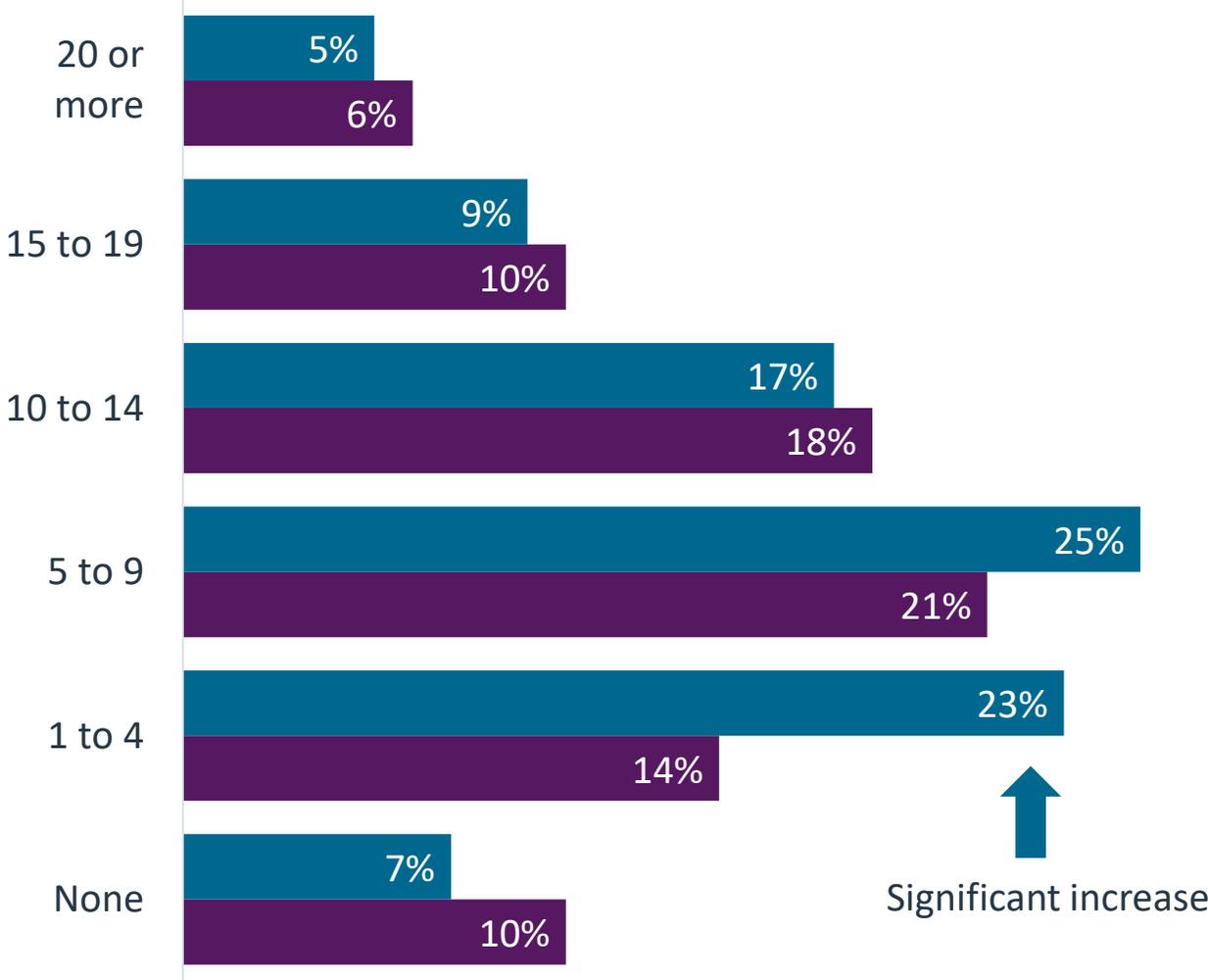
Level of Financial Risk Tolerance



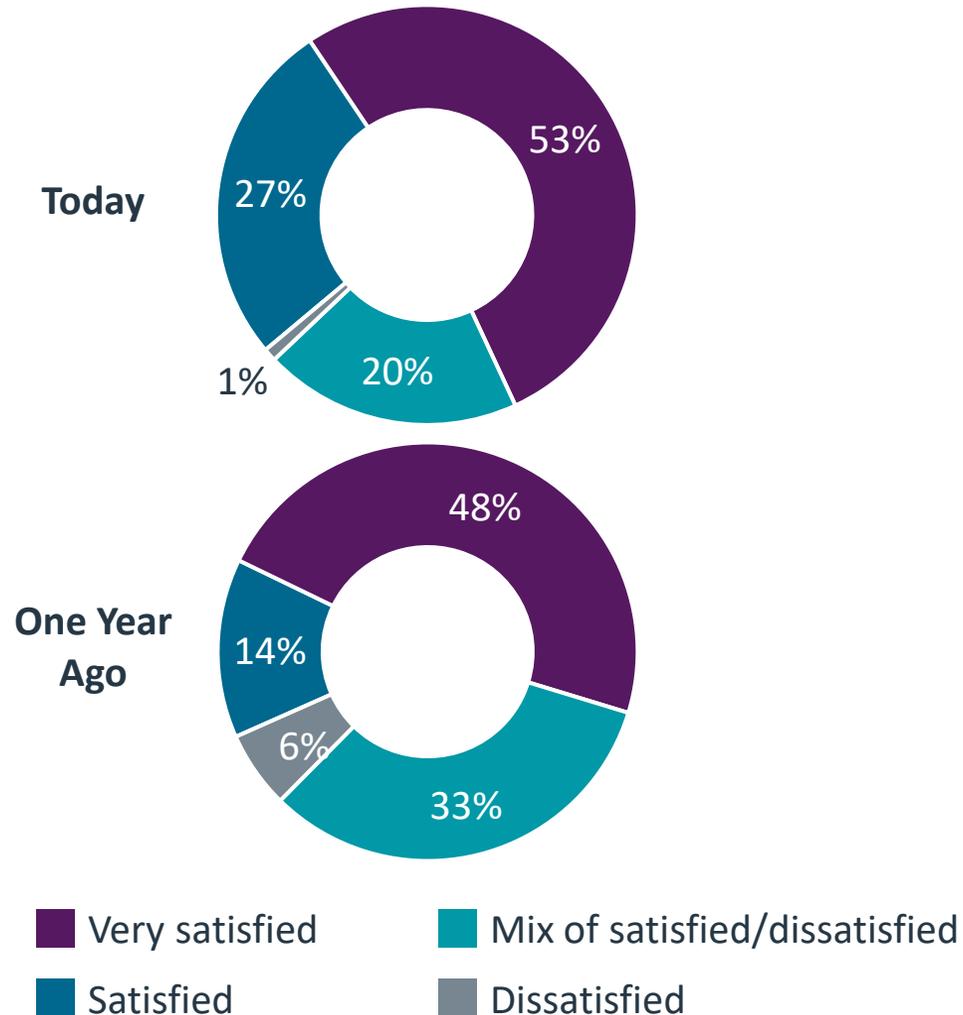
Sources of Funding Used by Companies



Number of Vendor Channel Partnerships



Channel Satisfaction Level With Vendors



Reasons for Changes to Vendor Relationships

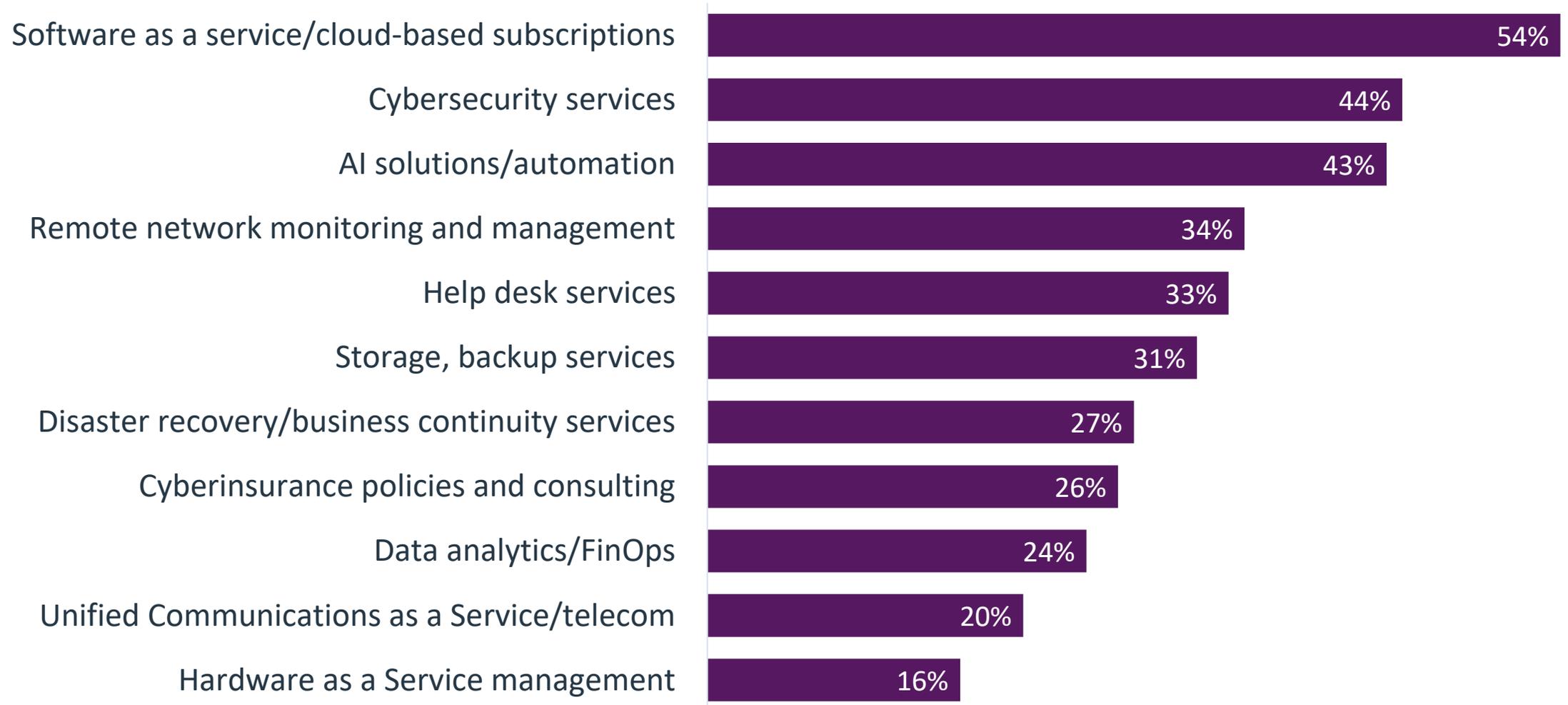


View of Competitors in Business Today

Primary competition today



Most Requested MSP Services



Key Takeaways

- **Services is the largest growing category in IT Spend**
- **Know what your customers want to buy**
- **Educate yourself & your staff to improve your business**





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Community



3PM-3:20 PM

AFTERNOON BREAK & NETWORKING, ALEXANDRA ROOM

3:20 PM

BRING YOUR AFTERNOON TEA WITH YOU FOR THE PANEL

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Let's get going!

WE ARE THE CompTIA® Community

3:20 -4:10 PM



KAREEM TAWANSI,
SOLENTIVE (MSP)



KAREN POWELL,
OMNIPRESENCE (A



GERARDO BARANQUERO,
AVOCADO (MSP)



MICK BADRAN,
SOLVEIT.TODAY (MSP)



ULY MACLAREN,
SSW (MSP)

PANEL: GETTING STARTED WITH AI

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Gerardo Barragan



4:10 -5:00 PM

BAYSIDE CHAT WITH MJ AND WAYNE

MJ SHOER, CHIEF COMMUNITY OFFICER

WAYNE SELK, VP CYBERSECURITY PROGRAMS, COMPTIA.

Who Should Join

CompTIA Community members have the opportunity to form lasting partnerships, find new routes to market, and identify the innovative technologies that help drive success.



MSPs and Solution Providers

Members include value-added resellers, managed service providers (MSPs), managed security service providers (MSSPs), SaaS providers, integrators, independent software vendors and technology consultants. Grow your leadership skills by serving on an industry advisory council, Community executive leadership or aspire to the CompTIA Board of Directors.

[JOIN NOW](#)



Vendors and Distributors

Members include manufacturers, developers and distributors of technology products and services, current and emerging. Exhibit at a CompTIA event, find new partners and take advantage of business training for your staff and your partners. Serve on an industry advisory council, Community executive leadership or aspire to the CompTIA Board of Directors.

[JOIN NOW](#)



Industry Associates

Members provide services to the tech ecosystem, such as financial, legal, sales, marketing, business consulting firms, academia, training organizations, media, and other not-for-profit technology organizations. Showcase your knowledge and skills by contributing to thought leadership and take advantage of exceptional business training and education.

[JOIN NOW](#)



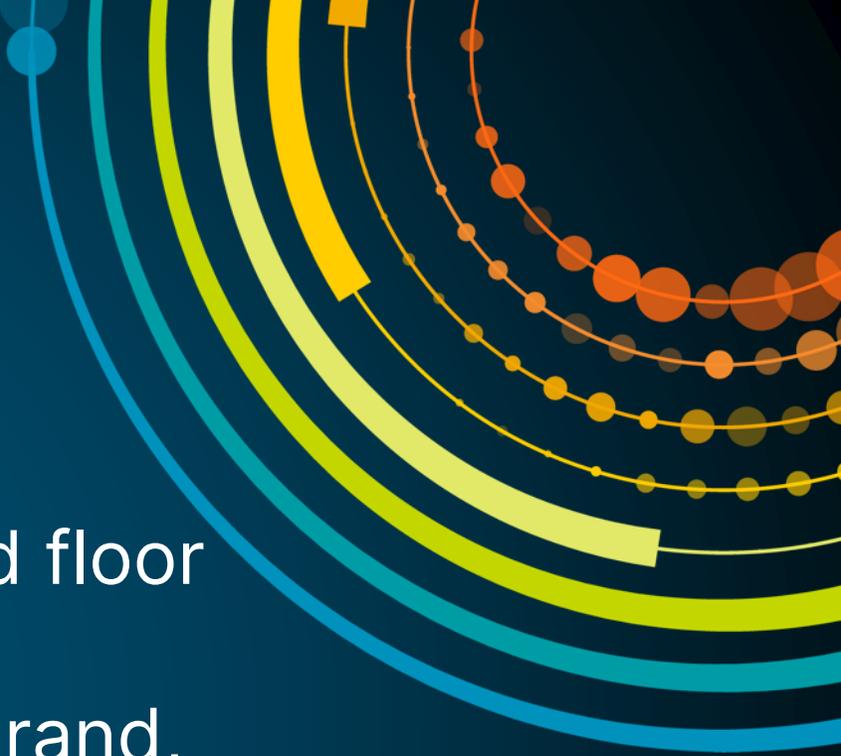
Kris Nagamootoo

Senior Director, Membership

Sydney Agenda

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- 
1. Go Down the stairs or elevator to the ground floor
 2. Pass through the main reception area
 3. Take the staircase on the left, up to Sarah Grand, or the elevator.
 4. Close by Maria/David

PRE-DINNER DRINKS 5PM-5:55PM, DEANAHS VIEW BALCONY

AT 5:55PM

Head across TO SARAH GRAND ROOM FOR SPOTLIGHT AWARDS 6PM START...