

Expert Profile: Sue Milton

Sue is an internationally respected specialist in banking and financial services ICT, IT and cyber security with over 30 years' experience in developed and emerging markets. Her seminal work on the formation project of the UK Cyber Security Council which launched in April 2021 places her at the forefront of cyber security framework, policy and governance advisory.

She specialises in organisational excellence, adapting traditional business structures to accommodate today's interconnected world. The quality within the design and execution of the governance framework becomes the foundation for withstanding strategic, economic, political and functional shocks, enabling organisations improve operational effectiveness and strategic outcomes.

Sue is currently part of the UK Government's audit and governance reform, focusing on the heavy reliance placed on information technology, on company directors taking a more proactive and granular approach to risk and control management, and on the need to integrate and demonstrate ESG (environment, social and governance needs) within the strategy and culture of the organisation.

Recent projects include preparing and conducting workshops with Central Banks to develop the framework for Digitisation of Financial Services and a Risk Management Framework as well as with fin tech companies emerging from the IT culture into a regulated fin services environment.

Her focus at the organisational level includes:

- promoting organisational excellence within the financial services supply chain;
- raising information- and cyber-security awareness to the strategic level;
- aligning organisations' attitudes towards technology, especially AI and machine learning and adapt governance to ensure smart technology promotes inclusivity and fairness;
- identify where weak governance practices exist to prevent the weak undermining the good practices, such as poor investor relations, the selling of inappropriate financial products and pension fraud.

Current focus at the government and regulatory level includes:

- liaison with the FRC (Financial Reporting Council) and BEIS (Department of Business, Energy & Industrial Strategy), on audit reforms;
- liaison with the IFRS (International Financial Reporting Standards Foundation) and the IASB (International Accounting Standards Board, the IFRS' financial reporting standards setter) on changes to accounting standards and on the potential implementation of the new ISSB (International Sustainable Standards Board) to provide standards for ESG reporting;
- participating in DCMS' (Department of Digital, Culture, Media and Sport) proposed changes to the UK's Data Protection Act 2018.

Sue strengthened regulatory IT and business governance while serving as an adviser on organisational and IT Governance in the Bank of England's Centre for Central Banking Studies for nearly 10 years.





Among her professional affiliations Sue is a Former President of ISACA London Chapter and now is one of ISACA's IT advocates (OneTech, SheTech), increasing the technical and business capability of IT professionals, The Worshipful Companies of International Bankers and of Management Consultants, a Member of ISACA and the Chartered Institute for IT and a Member of BCS, the Chartered Institute of IT.

Sue holds an Honours degree in Business and German from Birkbeck College, University of London, the Non-Executive Director Diploma from the Financial Times, and CGEIT, CISA and CSX Cyber Security Fundamentals from ISACA.

