

Using Outcome-Driven Metrics to Communicate the Business Value of Security

Organization: Flight Safety International
Industry: Aviation
Employees: 5,000+



Mission-critical priority

Riad Amro, Chief Information Security Officer at Flight Safety International, sought support from Gartner to implement outcome-driven metrics to communicate the business value of security to the board of directors. The client was able to deliver key messages that resonated with the board, which assisted in driving high-quality information risk and investment decisions.



How Gartner helped

- Gartner assisted the client in **implementing outcome-driven metrics** to treat cybersecurity as a business decision.
- These outcome-driven metrics allowed the CISO to **build a story to articulate the value of security** to the board of directors.
- The client engaged Gartner analysts and their Executive Partner for assistance in areas where they did not possess bandwidth to deliver on.



Outcome

With support from Gartner, the client was able to:

- Tap into the power of peers by **utilizing Gartner Peer Community**, an always-on network of leaders and working executives.
- **Increase the effectiveness of board presentations**, thus raising the BoD's cybersecurity literacy.
- **Network with a community of like-minded peers** at the Gartner Security and Risk Management Summit.

"I have been with Gartner for many years, and it is invaluable to have that level of partnership and expertise that I can lean on. I call Gartner my 'copilot' because they really support me and guide me in the process of how I evolve in my role."

— Riad Amro, Chief Information Security Officer at Flight Safety International