Collaborative Cyber & Quality Assurance Learning: Meeting Compliance Through Integrated Paths

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Speaker Bio

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Expert QA Lead & Chapter Lead,
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OP Financial Group, Finland

Quality Assurance, Learning and
Development + QA Community...
what else is there?

Speaker Bio

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Cyber Security Expert

OP Financial Group, Finland

Cyber Security, Learning and Development. Passionate about securing digital services.

Context –
OP Financial Group from testers perspective

- Industries:
  - Retail & Corporate Banking and Insurance
    + a load of technology to run it all
- Employees:
  - 14000+ in the whole OP Financial Group
  - 4500 In Development & Technologies
  - 370 test engineers
  - 100 cyber security specialists
- Service scope:
  - Approx 1000 applications & services being run and developed
- Test automation scope:
  - Approx 6 million automated test cases running monthly

OP Tech Academy Overview and Learning Towers

OP Financial Group's One-stop shop for strategic technology competence development.

Platform for professional development

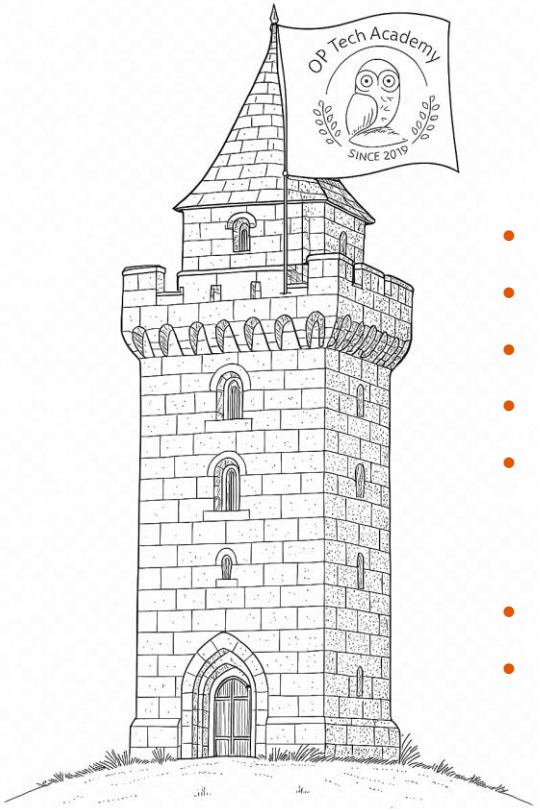
7 learning paths (towers) with courses for different skills levels

Specialists acts as mentors to support learning

Open to all employees

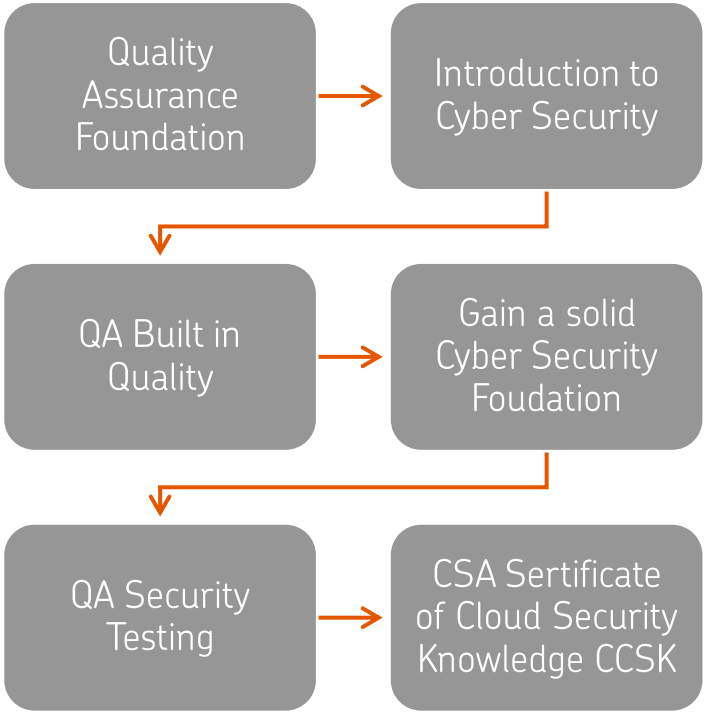
Spring and
Autumn semesters & selfstudy courses

Great way to use the 10 in OP Financial Group's 70-20-10 model!



- AI
- Data
- Development
- DevOps
- Designing and Leading Value Creation
- Quality Assurance
- Security

Tailored Learning Paths for Continuous Development



- **Personalized Adaptive Learning**
  - Adaptive strategies tailor content to individual roles, increasing relevance and engagement.
- **Structured Learning Journeys**
  - Employees progress from foundational to advanced courses, ensuring solid knowledge before specialization.
- **Diverse Learning Techniques**
  - Integration of self-paced modules, hands-on practice, and peer collaboration supports varied learning styles.
- **Mentorship and Real Projects**
  - Mentorship and real-world projects enhance professional growth and continuous improvement culture.

Quality Assurance and Security: Bridging Knowledge Areas

- Common goals. Both QA and security aim to reduce risk, ensure compliance, and protect customer trust:
  - QA ensures that bugs, defects, and usability issues are caught early.
  - Cyber Security ensures that vulnerabilities, misconfigurations, and attack vectors are identified and mitigated.

- Collaboration opportunities. In the Software Development Life-cycle (SDLC) there are plentiful of opportunities for collaboration:
  - Joint Requirements Review:
    - QA and Cyber Security teams review business and technical requirements together.
  - Threat Modeling & Test Planning:
    - Security experts contribute threat scenarios; QA incorporates them into test cases.
  - Integrated Testing:
    - QA conducts functional, performance, and usability tests.
    - Cyber Security performs vulnerability scans, penetration tests, and static code analysis.
  - Shared Tools: Use platforms like Jira, Confluence, or Azure DevOps to track issues and document findings.

Collaborative Learning Initiatives: Strengthening Compliance

- Interdisciplinary Learning Approach
  - QA and Security specialists collaborate to build shared compliance understanding and methodologies from the start.
- Critical Training Modules
  - Training covers risk management, scenario-based testing, and regulatory frameworks to navigate complex compliance.
- Successful Collaboration Benefits
  - Joint efforts enable early risk detection, streamlined audits, and reduce duplicated work.
- Proactive Compliance Culture
  - Embedding compliance in daily operations strengthens resilience and prepares teams for future regulations.

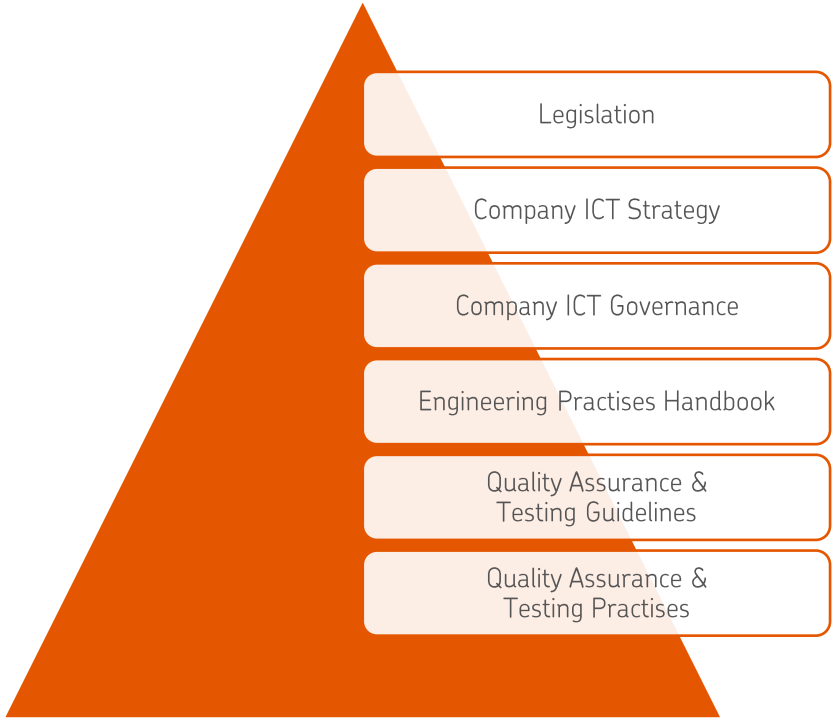
Aligning Learning Outcomes with Compliance Regulation

- ICT risk management and operational resilience testing are the key compliance areas that impact QA and security practices.
- Tailored course offerings that address regulatory needs while fostering strategic growth:
  - QA Security Testing – EU's Digital Operational Resilience Act (DORA*) requires a comprehensive digital operational testing programme as an integral part of a company's ICT risk-management framework. The testing programme should cover areas such as vulnerability assessments and scans, open-source analyses, network security assessments, gap analyses, physical security reviews, questionnaires and scanning software solutions, source code reviews where feasible, scenario-based tests, compatibility testing, performance testing, end-to-end testing and penetration testing. The learning supports DORA compliance.
  - CSA Sertificate of Cloud Security Knowledge CCSK - the CCSK certificate proves the skills in Zero Trust, DevSecOps, Cloud Telemetry and Security Analytics, Artificial Intelligence, and more. The learning supports OP Pohjola's cloud and AI journeys.

*REGULATION (EU) 2022/2554 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 14 December 2022 on digital operational resilience for the financial sector. Implementation date 17th January 2025. It covers: ICT risk management, ICT third-party risk management, Digital operational resilience testing, ICT-related incidents, Information sharing and Oversight of critical third-party providers.

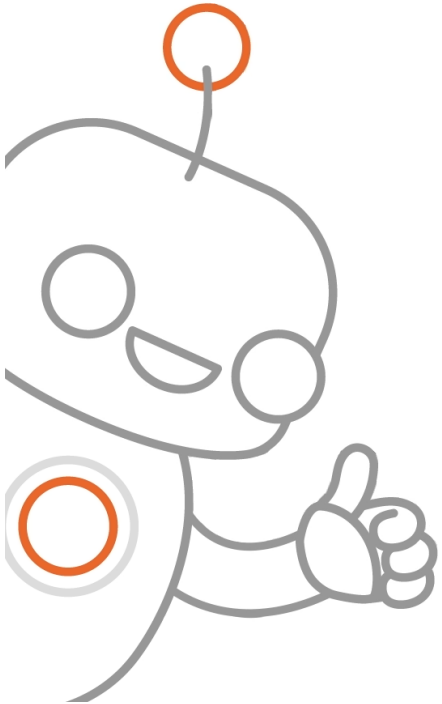
Strategic Goals and ICT Framework Integration

- **Alignment with ICT Strategy**
  - QA and Security learning paths align with ICT goals including cloud migration, AI-first development, and digital resilience.
- **Compliance Frameworks**
  - ICT Governance, Risk Management, and Digital Operational Resilience Testing program embed compliance into daily work practices to manage ICT risks.
- **Empowered Workforce**
  - Incorporating ICT frameworks into learning empowers employees to adapt to technological and regulatory changes.
- **Proactive Compliance Advantage**
  - Strategic integration turns compliance into a proactive strength, ensuring secure, high-quality services.



Summary

- Interdisciplinary learning bridges Quality Assurance and Cyber Security, supporting compliance and customer value.
- OP Tech Academy's tailored, adaptive learning paths empower employees to meet evolving regulatory and strategic demands.
- Collaboration between QA and Security ensures early risk detection, robust compliance, and continuous improvement.
- Embedding compliance and resilience into daily work transforms regulatory obligations into strategic strengths.
- Our approach prepares OP Financial Group to deliver secure, high-quality digital services in a rapidly changing environment.



Take-aways

- Break down silos: Foster collaboration between disciplines—security and quality are stronger together.
- Make learning continuous: Invest in your own growth and encourage adaptive, role-based learning in your teams.
- Turn compliance into opportunity: See regulatory demands as a driver for innovation, resilience, and customer trust.

Inspired? Connect and let's talk more

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Quality Assurance