



JOHN CONNOLLY, CISO

Responsible for Information Security at Primark globally

Professional certifications:

Certified Information Security Manager (CISM), Certified ScrumMaster (CSM), Managing Successful Programmes Registered Practitioner (MSP), Prince2 Registered Practitioner, ITIL V3 Certified



Primark is an international clothing retailer employing more than 80,000 colleagues across 16 countries in Europe and the US. Founded in Ireland in 1969 under the Penneys brand, Primark aims to provide affordable choices for everyone, from great quality everyday essentials to stand-out style across women's, men's and kid's, as well as beauty, homeware and accessories. With a focus on creating great retail experiences in-store, Primark continues to expand across new and existing markets with the aim of reaching 530 stores by the end of 2026.

DEPARTMENT BREAKDOWN

WHAT ARE YOUR KEY DEPARTMENTAL OBJECTIVES OVER THE NEXT 6 TO 12 MONTHS?

Gen AI functions. Improve the group's cyber security maturity. Stay ahead of the curve and support the business with its needs and innovations.

WHAT IS YOUR CURRENT TECHNOLOGY STACK?

Deloitte
Guidehouse
GDIT
Unqork
Cisco

HOW MANY PEOPLE REPORT TO YOU (BOTH DIRECTLY AND INDIRECTLY)?

1500

WHAT IS YOUR TOTAL BUDGET OVER THE NEXT 12 MONTHS PERIOD?

€150 to €300 million

PROJECT INSIGHTS

PROJECT OR INITIATIVE DESCRIPTION

Enhance Customer Experience to external customers
Enterprise Cloud Migration and Adoption
Changing the culture and mindset across the organization
Gen AI function

WHAT NON-BUDGETARY CHALLENGES DO YOU ANTICIPATE?

Raising the morale and changing the mindset of staff.
Hybrid workforce challenges. Ensure that Generative AI can be deployed/used properly. Safeguarding our sensitive data and operations.

WHAT 3RD PARTIES ARE YOU HOPING TO MEET WITH?
AI/Quantum Computing vendors

WHAT IS YOUR TIMELINE FOR IMPLEMENTATION?
3 years

WHAT IS YOUR BUDGET FOR THIS PROJECT?
€500k



What technology/services are of strategic importance to you in the next 12 months?

Please indicate level of need/importance below.

We realize everyone has priorities, so we asked the delegates theirs. This is so that we can create a more personalized experience for all our attendees.

Leveraging AI to enhance threat detection	A
Convergence of Data Privacy and Data Security	E
Protecting the enterprise against the emerging use of GenAI and LLMs	C
Universal Privilege Management - Why you Need to Address More Than Passwords	D
Save the SOC: How to Increase Investigation Speed, Efficiency and Accuracy	A
Next Gen Browser Security	C
Creating an Intelligence Forward Cyber Security Program	A
Integrated and agile identity platform providing authentication and secure interactions for users, systems, and devices	E
Optimizing security portfolio investment by focusing on best-of-platform vs. best-of-breed	C
AI tools that can quickly repair or recover files to enhance remediation	C
Continuous Visibility of Security and Compliance Across On-Premises Assets, Endpoints and Multi-Cloud Environments	B
Creating a Zero Trust Environment	E
Five Best Practices When Deploying Zero Trust in the Modern Data Center	A
Bot mitigation and prevention strategies	D
Delivers advanced managed services and solutions for cybersecurity, cloud, artificial intelligence (AI), machine learning (ML), and IT modernization.	E