

# DIGITAL TRANSFORMATION, STRATEGIC RESILIENCE, CYBER SECURITY AND RISK MANAGEMENT

**Edited by** Kiran Sood, Balamurugan Balusamy  
and Simon Grima

CONTEMPORARY STUDIES IN  
ECONOMIC AND FINANCIAL ANALYSIS

**VOLUME 111C**

**DIGITAL TRANSFORMATION,  
STRATEGIC RESILIENCE,  
CYBER SECURITY AND RISK  
MANAGEMENT**

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# FOREWORD



Digital transformation represents a topical subject nowadays due to its notable societal impact. As digitalisation disrupts society ever more profoundly, concerns are growing about how it is affecting issues such as skills, jobs, wages, inequality, resource efficiency and security. Therefore, resilient and risk management strategies are considered by policy-makers, economists and industry leaders that render global the keen need to address the digitalisation challenges and emerging opportunities.

**Digital Transformation, Strategic Resilience, Cyber Security and Risk Management** brings together the right mix of approaches and scientific studies to provide a coordinated response to the societal challenges arising from digitalisation, considering its wide-ranging impact on individuals, labour market, and the business environment.

In this complex framework, the edited book is a notable scientific research output, well configured, structured and designed, being devoted to a highly relevant and complex topic, with profound economic, social and political consequences.

The book offers valuable insights about artificial intelligence technology and its role in future performance management, as well as about digital transformation in finance and insurance and the impact of digitalisation on the competitive assessment of research and development agreements while also mapping the research on blockchain in education. Later in the text, the role of central bank digital currency for achieving the sustainable development goals is examined. Another interesting perspective presents the effective implementation of climate-smart intervention that is meant to provide sustainable benefits to both men and women. Furthermore, the impact of digitalisation on human capital and business strategies is entailed next through several in-depth studies focussed on managing human resources in digital marketing, developing resilient organisations through strategic human resources, and reviewing the technology impact on customer relationship management. Business intelligence and its impact on decision

making and decision support systems are presented at the end, with a focus on data-driven companies and organisations with sophisticated and strong information technology supporting the business intelligence systems. On these lines, the specific ways in which innovations in the digital technologies support the business use cases with the help of real-time data are also examined.

I am confident the readers will benefit from an insightful reading experience of this book that stands out through its scientific merit and practical value, the quality of argumentation, and accuracy of analyses, bringing notable value to the literature in this scientific field.

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# PREFACE

The book creatively advances a number of cutting-edge studies conducted to offer precise answers to the persistent global challenges that have thrust digital transformation, cyber security, and risk management into a raging discussion and at the centre of comprehensive resilience strategies.

Global challenges currently being confronted have sparked a heated discussion about digital transformation, cyber security, and risk management. Both scientists and the general public have recognised the urgent need for strategic resilience through new innovative measures and coordinated risk management approaches. As a result of the current COVID-19 pandemic's impact on the world economy, digitalisation is now even more crucial to overcoming these obstacles and advancing sustainable economic growth. The global economy is being significantly shaped by digitalisation, which has broader effects on people, businesses, industries, labour markets, educational systems, and governments. On the one hand, technological advancement and digital transformations are changing the competencies required of people to participate effectively in the online work environment, in the modern economy, and, particularly, in the post-pandemic period. The proposal book offers a comprehensive analysis of the world's intricate digital transformation processes, including both the underlying causes and the significant impacts of the transformations and digitisation of social and economic life. The book plan addresses digital transformation, strategic resilience, cyber security, and risk management.

The following are some unique qualities that make this work stand out to readers:

1. Illustrates the function of resource and performance management being widely used across various organisations.
2. Implementation of artificial intelligence and sophisticated analytics in the creation of performance management strategies.
3. Offers novel study modalities, including the use of algorithms for performance evaluation, real-time evaluation, statistical forecasting for performance management, Digital Ledger Technology (DLT), etc.
4. Using a clever analytics-based compass to monitor and navigate success factors like Key Result Areas (KRAs) and Key Performance Indicators (KPIs).
5. Examine data security and privacy concerns in light of the General Data Protection Rules (GDPR), the Digital Operations Resilience Act (DORA), and other relevant laws.
6. Describes ethical and sustainable performance indicators for ensuring company expansion and continuity.
7. Describes to viewers the multilateral initiatives used to combat money laundering and terrorist financing for improved economic performance and sustainability of a nation.