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Isabel Baptista is a coordinator of development and innovation department of the National Cybersecurity Centre and she has been in the centre since 2014. With a master in Information Security and Cyberspace Law from a joint initiative of Instituto Superior Técnico and the Faculty of Law, of Universidade de Lisboa, and the Naval School, from the University of Lisbon, she developed her dissertation on the human factor in cybersecurity. In recent years, its main activities have focused on awareness, training and empowerment of citizens and organizations.