

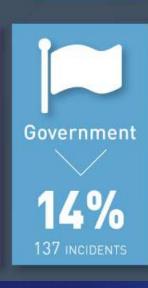
# **AGENDA**

- A high level overview of what to implement in your library to make it secure. With the rise of data breaches, identity theft, malicious hacking, it is important to implement measures to protect your patrons and staff.
- Topics/Agenda:
  - \* Learn the "technical jargon" of IT Security
  - \* Understand a typical network environment (infrastructure) and the tools needed to help with security
  - \* Identify components of building a Security Plan
  - \* Learn how to teach others to provide greater data and asset security in your library

#### Data Breaches by Industry















# DATA RECORDS COMPROMISED IN FIRST HALF OF 2016

# 554,454,942

3,046,456 records lost or stolen every day



126,936 records every hour



2,116 records every minute



records every second

#### THE COSTS OF BREACHES

 This year's study found the average consolidated total cost of a data breach grew from \$3.8 million to \$4 million. The study also reports that the average cost incurred for each lost or stolen record containing sensitive and confidential information increased from \$154 to \$158

[IBM 2016 http://www-03.ibm.com/security/data-breach/]

- Data Breached Companies Experience...
  - · People loose faith in your brand
    - Loss in patrons
  - Financial Costs
    - Government Requirements, Penalties, Fees, etc.
    - Sending of Notifications
    - Payment of Identity Protection or repercussions.
  - Business Continuity



https://betanews.com/2016/02/10/the-economic-cost-of-being-hacked/

# WHY DO PEOPLE ATTACK?

- Financial Gain
  - Stocks
  - Getting Paid
  - Selling of information
- Data Theft
  - For a single person
  - For a bundle of people
- Just Because
  - Malicious





#### YOU CAN ONLY MITIGATE RISK...NEVER PREVENT ALL RISK

Understanding your network and evaluating their risks; allows you to build plans around mitigating risk. You can never remove all risk. You aren't "un hackable"

#### SO WHAT DO YOU NEED TO PROTECT?

- Website(s)
- ILS
- Staff Computers
  - And what they do on them
- Patron Computers
  - And what they do on them
- Network
  - And what people do on them
- Stored Data, Files, etc.
- Business Assets
- Personal Assets
- ....anything and everything that is plugged in...





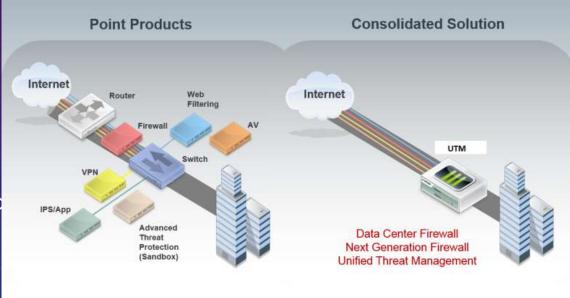
# OUTER DEFENSES (ROUTERS/FIREWALLS)

- Site to Site Protection (Router to Router or Firewall to Firewall)
  - Encrypted over a VPN Connection
- Protection With:
  - IDS
  - IPS
  - Web filtering
  - Antivirus at Web Level
- Protecting INBOUND and OUTBOUND



# UNIFIED THREAT MANAGEMENT

- Single Device Security
- All traffic is routed through a unified threat management device.



# AREAS OF ATTACK ON OUTER DEFENSE

#### **External Facing Applications**

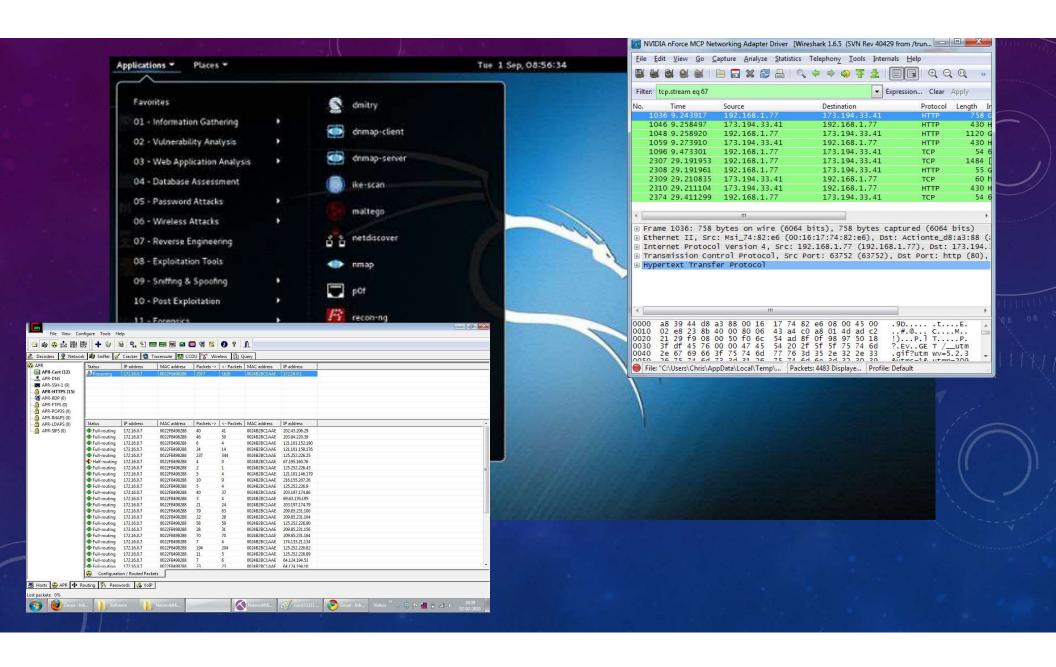
- Anything with an "External IP"
  - NAT, ONE to ONE, etc.
- Website
- EZProxy Connection
- Custom Built Web Applications or Services

#### **Internal Applications**

- File Shares
- Active Directory (usernames / passwords)
- Patron Records
- DNS Routing
- Outbound Network Traffic
  - · Who is going where

# **ATTACKS**

- Man in the Middle
  - Sitting between a conversation and either listening or altering the data as its sent across.
  - DNS Spoofing (<a href="https://null-byte.wonderhowto.com/how-to/hack-like-pro-spoof-dns-lan-redirect-traffic-your-fake-website-0151620/">https://null-byte.wonderhowto.com/how-to/hack-like-pro-spoof-dns-lan-redirect-traffic-your-fake-website-0151620/</a>) set up a fake website and let people login to it.
- D/DoS Attack (Distributed/Denial of Service Attack)
  - Directing a large amount of traffic to disrupt service to a particular box or an entire network.
    - Could be done via sending bad traffic or data
  - That device can be brought down to an unrecoverable state to disrupt business operations.
- Sniffing Attacks
  - Monitoring of data and traffic to determine what people are doing.



# INNER DEFENSES (SWITCHES/SERVER CONFIGS)

- Protecting Internal Traffic, Outbound Traffic, and Inbound Traffic
  - Internal Traffic = device to device
    - Servers
    - Printers
    - Computers
- Protected By:
  - Software Configurations
    - Group Policy
    - Password Policy
  - Hardware Configurations
    - Routing Rules





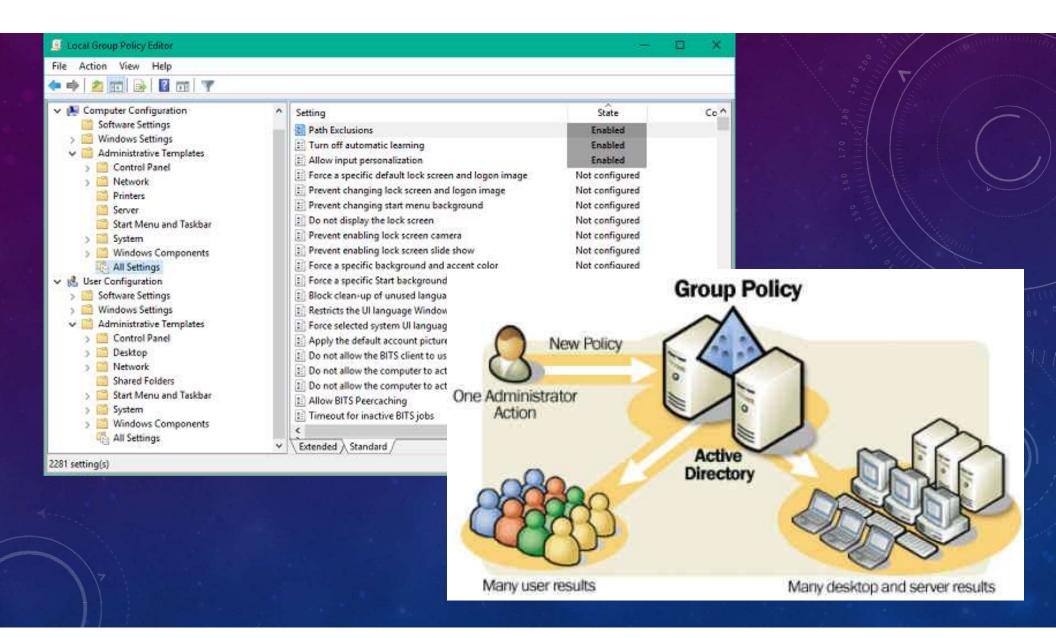
# COMPUTER SECURITY AND POLICY

#### Why We Love It

- Protects the computers from accidental changes
- Protects Data
- Lots of things depend on the running operation of the network.
- Filtering helps with network efficiency

#### Why It Is A Barrier

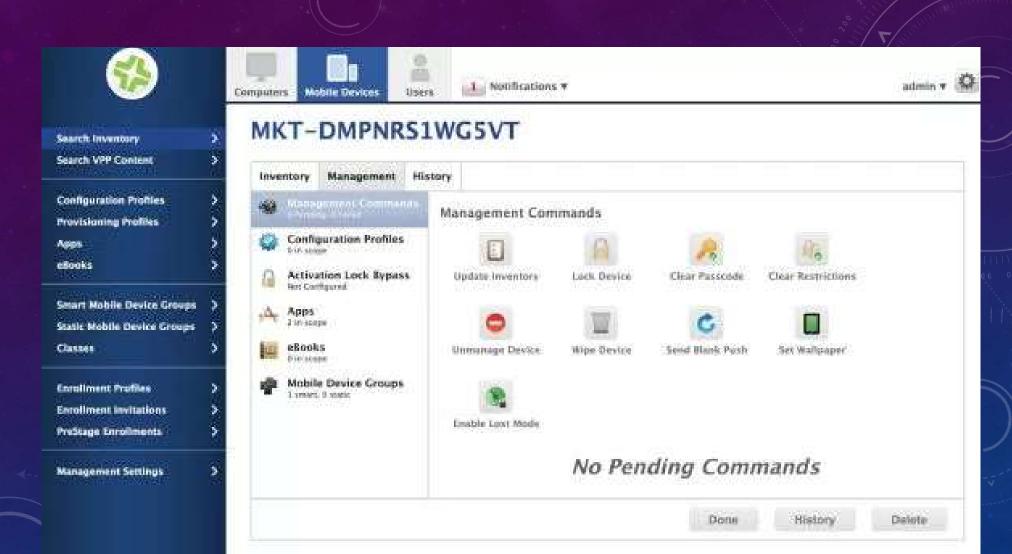
- You need something done to improve your job (efficiency /performance)
- Patrons!
- Filtering limits access.

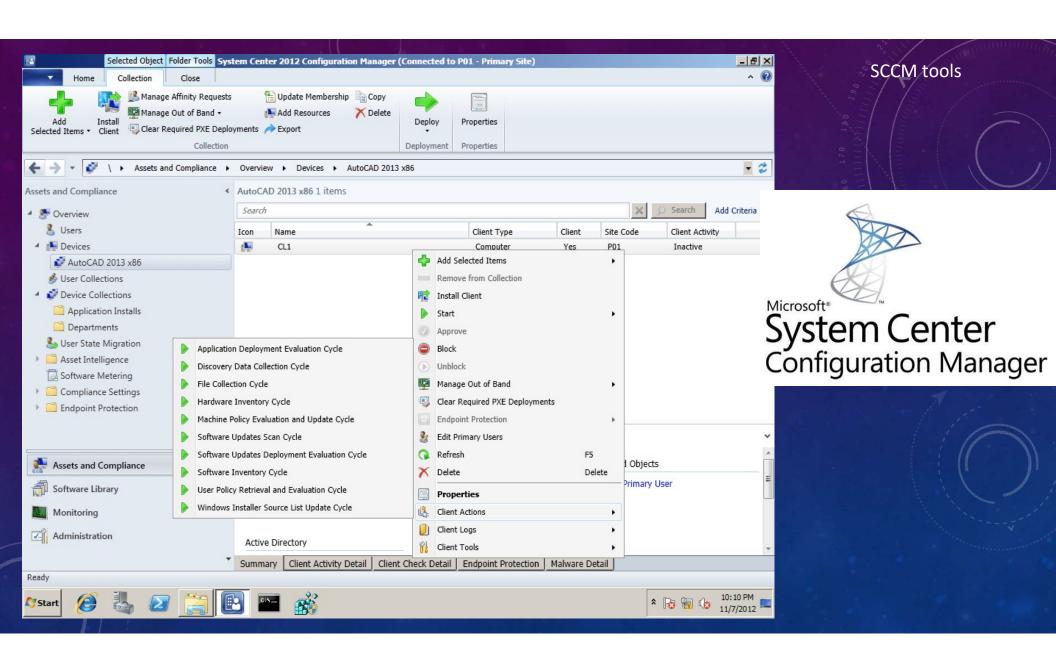


# UPDATES, PATCHES, FIRMWARE

- Keeping your system updated is important.
  - Being on the latest and greatest [software/update/firmware] isn't always good.
  - Need to test and vet all updates before implementation
    - If you can build a dev environment to test and validate.







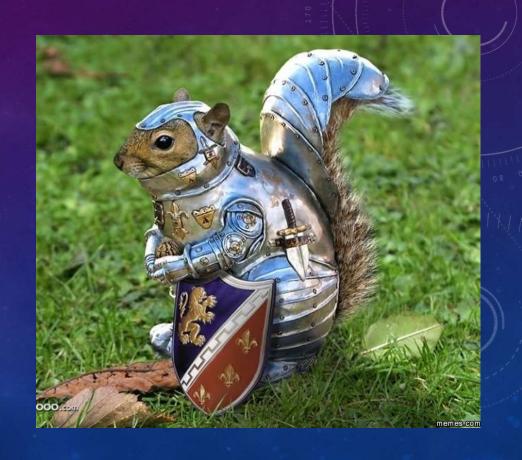
# **SWITCH CONFIGURATIONS**

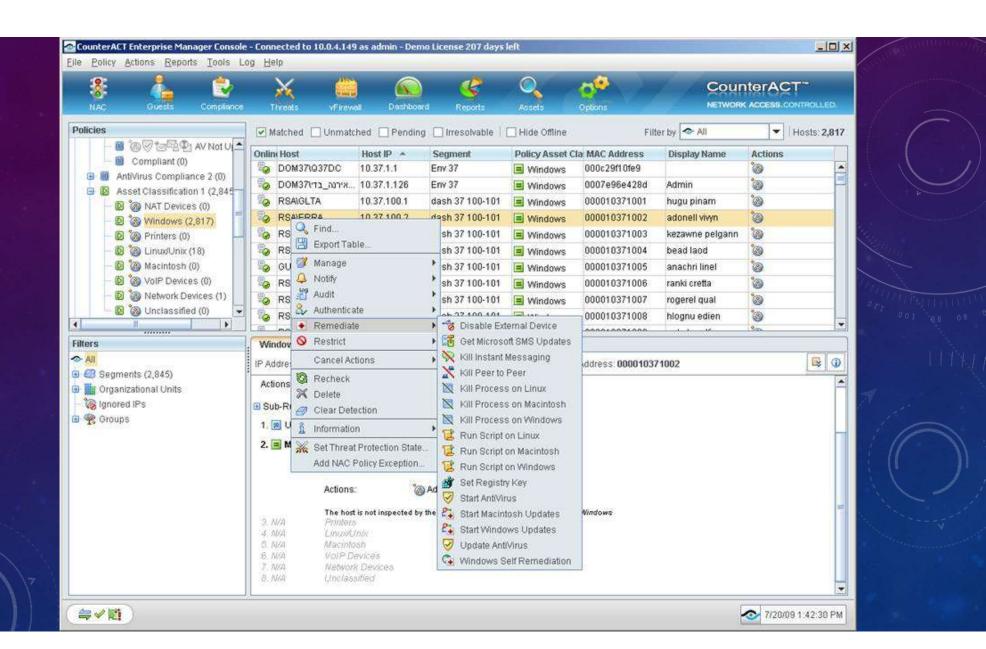
- Routing Rules
  - Split networks into
    - Public: 10.0.10.X
    - Staff: 10.0.20.X / :: Wireless Staff
    - Servers: 10.0.30.X
    - Wireless Public
  - Route traffic so Public LAN cannot see Staff LAN

- Access Restrictions
  - Limit devices connecting to LAN
  - MAC Address Filtering
- Limit Port Scanning, IP Scanning, etc on network.
- Limit which networks have access to which ports.

# PROTECTING END DEVICES

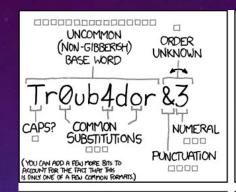
- Protecting Assets
  - Business Assets
    - Thefts
    - Hacking
  - Personal Devices
    - Security Risk
- Usually pose an INBOUND threat to your network





#### **PASSWORDS**

- Let's talk about Passwords
  - · Length of Password
  - Complexity of password requirements
  - DO NOT USE POST IT NOTES
- A person's "every day account" should never have admin rights to machines.
  - That includes your IT Folks!





DIFFICULTY TO GUESS:

EASY

DIFFICULTY TO REMEMBER: HARD

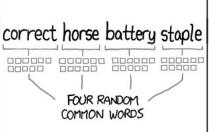
WAS IT TROMBONE? NO.

TROUBADOR, AND ONE OF

THE Os WAS A ZERO?

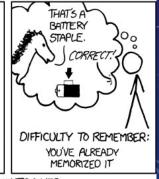
AND THERE WAS

SOME SYMBOL ...





DIFFICULTY TO GUESS: HARD



THROUGH 20 YEARS OF EFFORT, WE'VE SUCCESSFULLY TRAINED EVERYONE TO USE PASSWORDS THAT ARE HARD FOR HUMANS TO REMEMBER, BUT EASY FOR COMPUTERS TO GUESS.

# TOOLS TO HELP



#### Cryptolocker 2.0

# CRYPTO LOCKERS

#### Your personal files are encrypted



Your files will be lost without payment on:

11/24/2013 3:16:34 PM

#### Info

Your **important files were encrypted** on this computer: photos, videos, documents , etc. You can verify this by click on see files and try to open them.

Encryption was produced using **unique** public key RSA-4096 generated for this computer. To decrypt files, you need to obtain **private** key.

The single copy of the private key, which will allow you to decrypt the files, is located on a secret server on the Internet; the server will destroy the key within 72 hours after encryption completed. After that, nobody and never will be able to restore files.

To retrieve the private key, you need to pay 0.5 bitcoins.

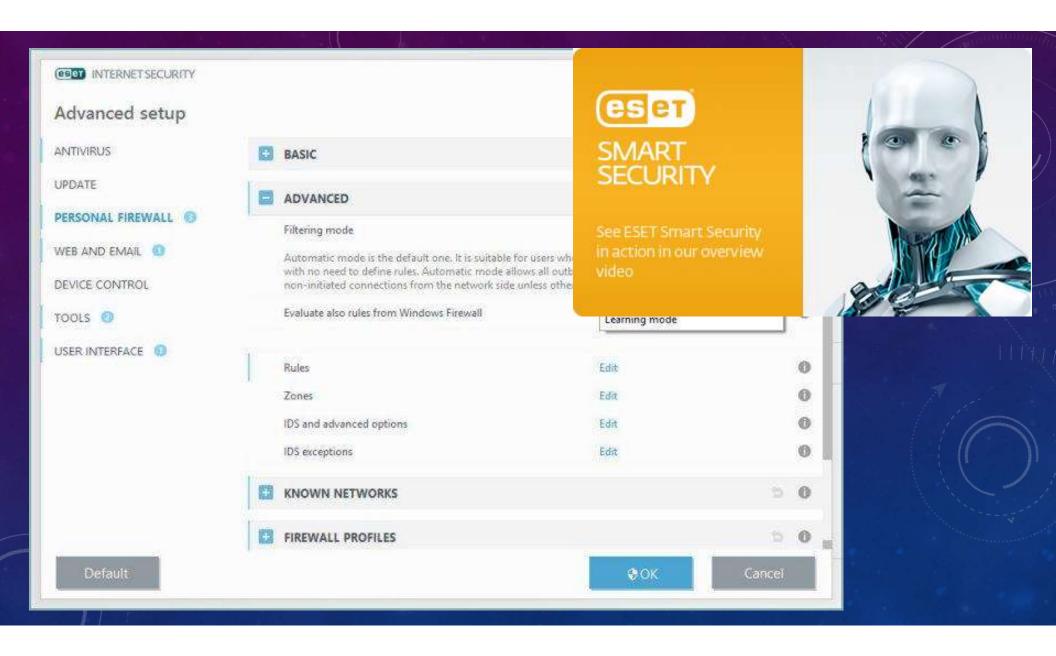
Click proceed to payment to obtain private key.

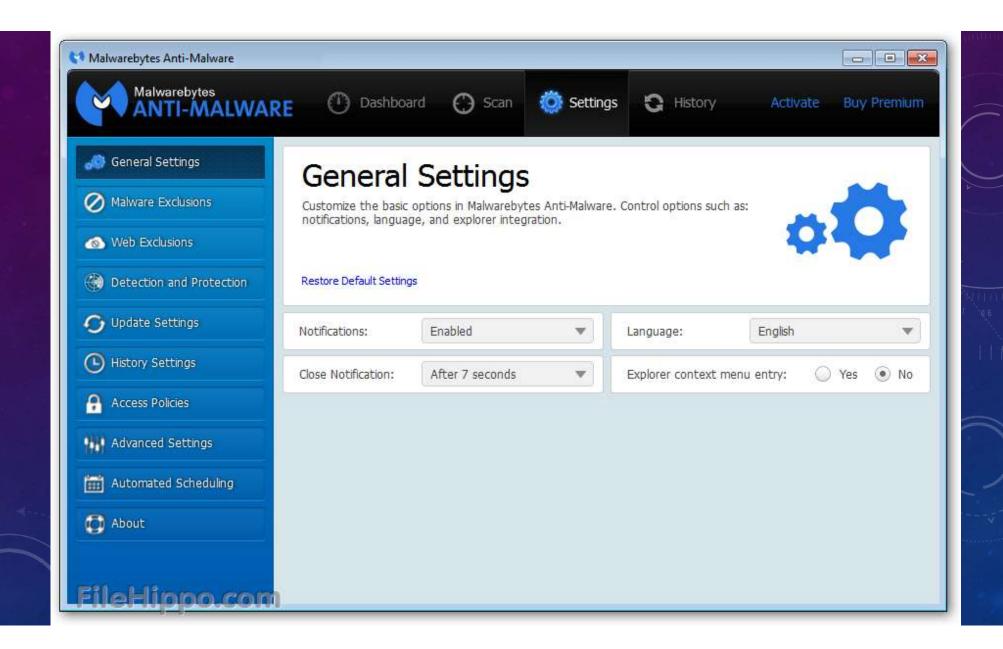
Any attempt to remove or damage this software will lead to immediate private key destruction by server.

See files

KK Back

Proceed to payment >>









MY COMPUTER

MY PROFILE

HELP

Locate

Enable Protection Services

Recover Computer

Lock / Unlock

Computer Name:

Jane

(Edit)

Make:

Dell

Last Call Date:

7/30/2010

Registration Code:

000000000

Model:

MXC062

Expiry Date:

7/30/2010

PRINT LICENSE



#### TRAINING

Staff and ?Patrons? Should all be required to attend Training



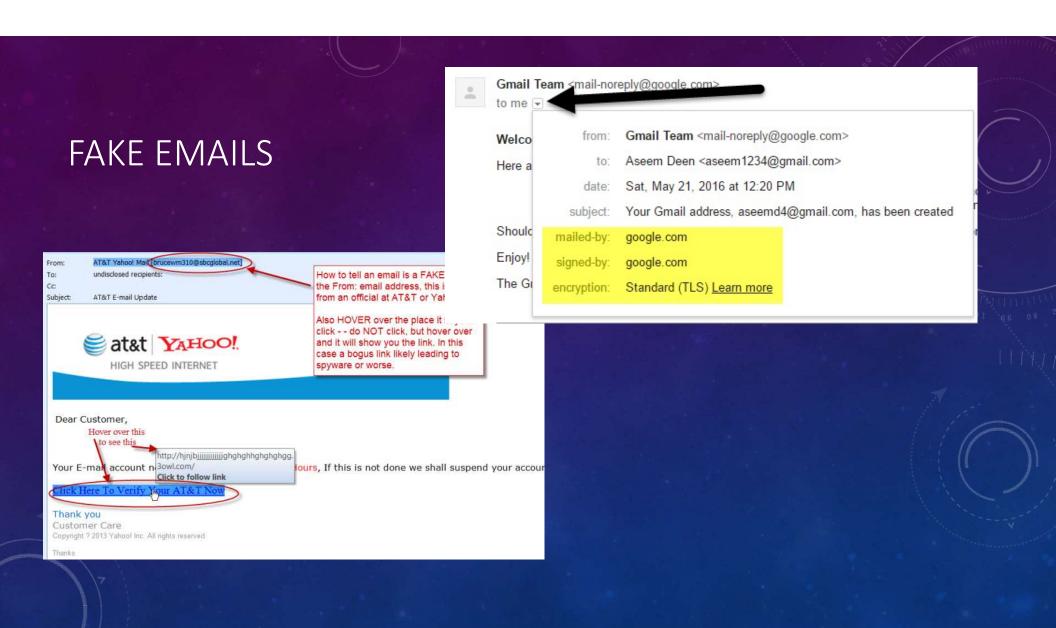
- I'm not worth being attacked.
- Hackers won't guess my password.
- I have anti-virus software.
- I'll know if I been compromised.

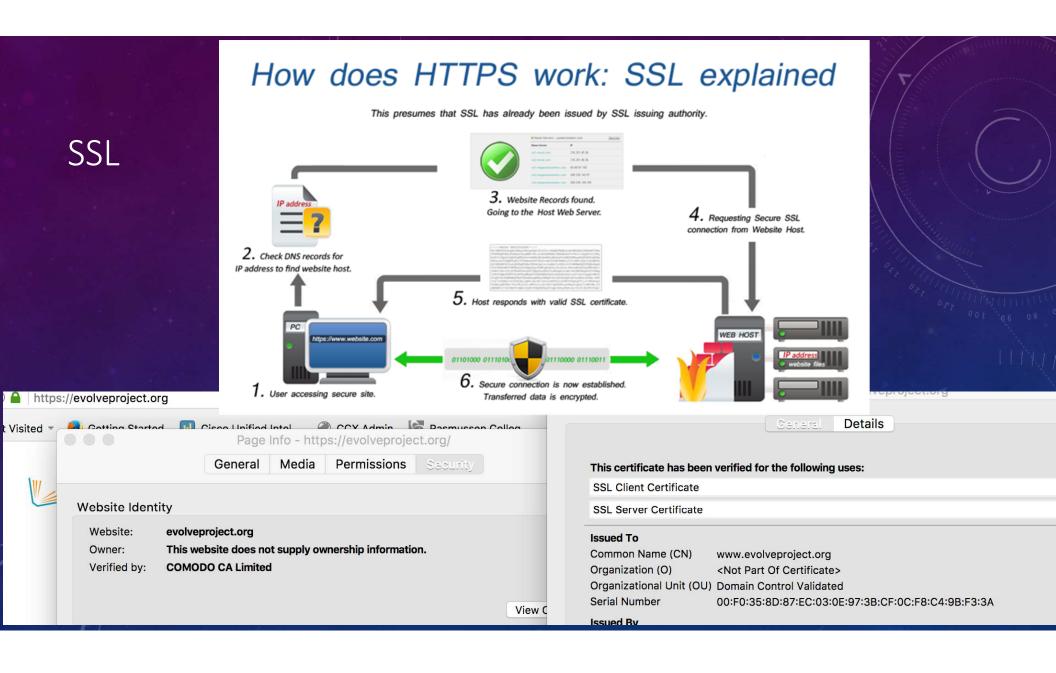


# BEST KIND OF TRAINING

- Awareness
  - Reporting Issues Immediately
- Precautions
  - Being smart about links, emails, and phone calls.
    - Don't know the person probably not legit.
    - Site doesn't look familiar probably not legit
- Checking Others
  - Seeing someone doing something "suspicious?"
  - Seeing someone not following the "security training?"
- Acting as "owners" to data and assets.



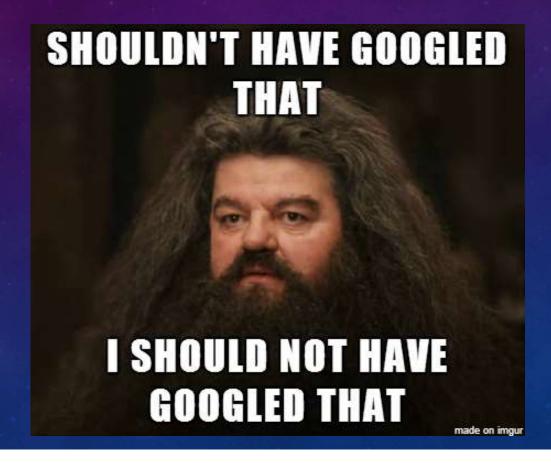




# CALL SPOOFERS

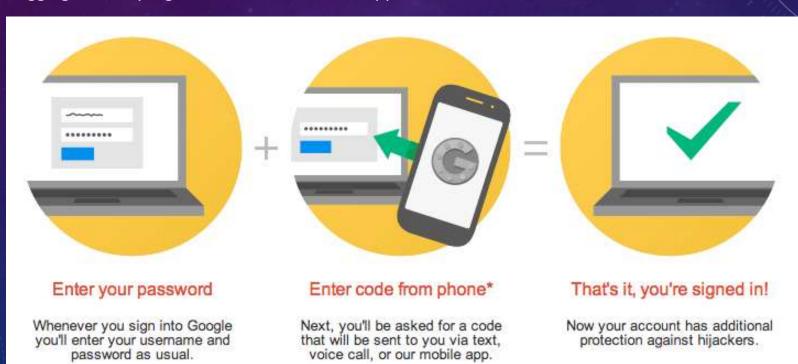
- Phone calls from "Microsoft"
  - Wanting to remote in and fix your computer.
- Phone calls from your "Bank"
  - Wanting to talk to you about your credit card
- Rule:
  - Just. Hang. Up. Then call the number on the back of the card or directly off their actual website.

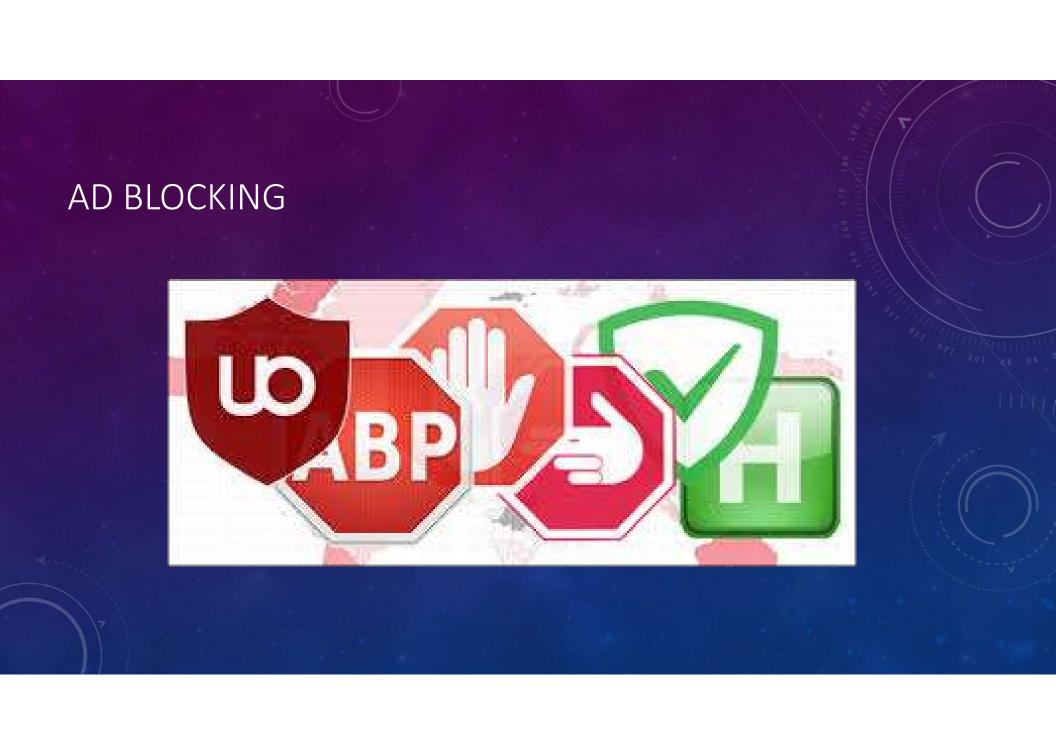
## GOOGLE ISN'T ALWAYS YOUR FRIEND

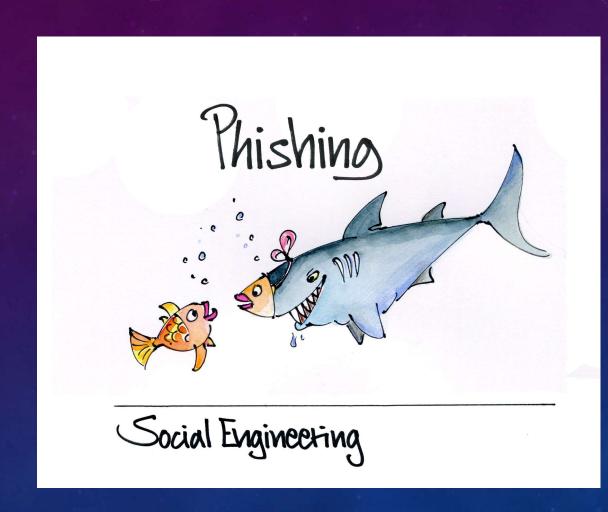


## **DUAL FACTOR AUTHENTICATION**

After logging in; verify login via Email, SMS, or an app with a code.





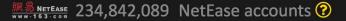


### SITES TO HELP

- Haveibeenpwnd.com
  - Sign up and check to see if your data appears after a hack is released
- https://krebsonsecurity.com/
  - Great blog to stay informed of what is happening with IT Security
- LifeLock, Identify Guard
  - Monitoring Your Data and Privacy

### Top 10 breaches

"myspace 359,420,698 MySpace accounts



in 164,611,595 LinkedIn accounts

152,445,165 Adobe accounts

93,338,602 VK accounts

Pam6nep/ 91,436,280 Rambler accounts

68,648,009 Dropbox accounts

**tumblr.** 65,469,298 tumblr accounts

58,843,488 Modern Business Solutions

# RECAPPING

- Protect Outer Perimeter with Hardware
  - Filtering, IPS/IDS, Antivirus
- Protect Inner Perimeter with Configurations
  - Group Policy, Switch Configurations, Routing
- Protect End Devices with Software
  - Antivirus, Firewalls
- Protect Users with Training
  - Passwords



### **COMPLIANCE STANDARDS**

#### CIPA

• The Children's Internet Protection Act (CIPA) is a federal law enacted by Congress to address concerns about access to offensive content over the Internet on school and library computers

#### FERPA

The Family Educational Rights and Privacy Act (FERPA) (20 U.S.C 123g: 34 CFR Part 99) is a Federal Law that protects the privacy
of student educational records. The law applies to all schools that receive funds under an applicable program of the U.S.
 Department of Education.

#### PCI

- The Payment Card Industry Data Security Standard (PCI DSS) applies to companies of any size that accept credit card payments. If your company intends to accept card payment, and store, process and transmit cardholder data, you need to host your data securely with a PCI compliant hosting provider.
- SOX / Sarbanes Oxley Act
  - This act requires companies to maintain financial records for seven years.
- SOC / Service Organization Controls
  - The SOC 2 report focuses on a business's non-financial reporting controls as they relate to security, availability, processing
    integrity, confidentiality, and privacy of a system, as opposed to SOC 1/SSAE 16 which is focused on the financial reporting
    controls

# **BUILDING A PLAN**

- Risk Assessments
- Training Plans
- Policies, Policies, Policies!
  - Training
  - Breaches
  - Asset
  - Computer Use
- Back Up Plans
  - Data Recovery from Threats
  - System Recovery from Threats



HOME SECURITY

Because sometimes a Rottweiler is not enough.

## **RISK ASSESSMENT**

 Threats are sources of danger to information assets



 Risks are possible events or conditions that could have undesirable outcomes for the organization. Risks occur at the intersection of threats and vulnerabilities.  Vulnerabilities exist in people, processes, and technologies.

Access control, access monitoring, access records, virus protection, Validation through security compartmentalized management, Risk auditing, fake attacks Assessment document security, etc. Security Assessment Security echnological Measures Preventative Measures Policy (\*2-\*3) (MI1:14) Personal information not Security management system anticipated by the rules: Systematic (education, personal not produced, possessed, Measures or allowed entry management, etc.) (\*1)

## **SECURITY PLANS**

- Are tested and audited.
  - Audit account usage, audit network logs, check computers for malicious software, check if computers aren't receiving updates.
  - Test staff's ability to follow basic security rules and principles.
- Refined
  - As your infrastructure grows or as things change, you will need to continually refine and update your security plan and policy.
- Plans are followed.
  - There shouldn't be exceptions to rules.

## EMPLOYEE TIP SHEET - SECURITY IS EVERYONE'S RESPONSIBILITY

- Ignoring cybersecurity is not an option.
- Think Security, First and Always.
- Protect What Matters
- Think Like An Attacker
- Knowledge is Power
- Cybersecurity Never Stands Still
- Good Security Has Many Layers

http://www.mgeutc.com/news/cybersecurity/a-proactive-approach-to-cybersecurity-2/

