“Ground Zero” Case 2002

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Agenda

- Review of case details
- Organization's reaction
- Consultant Approach
- Results
- A little Real world Information from today on the challenges for security

Case Background

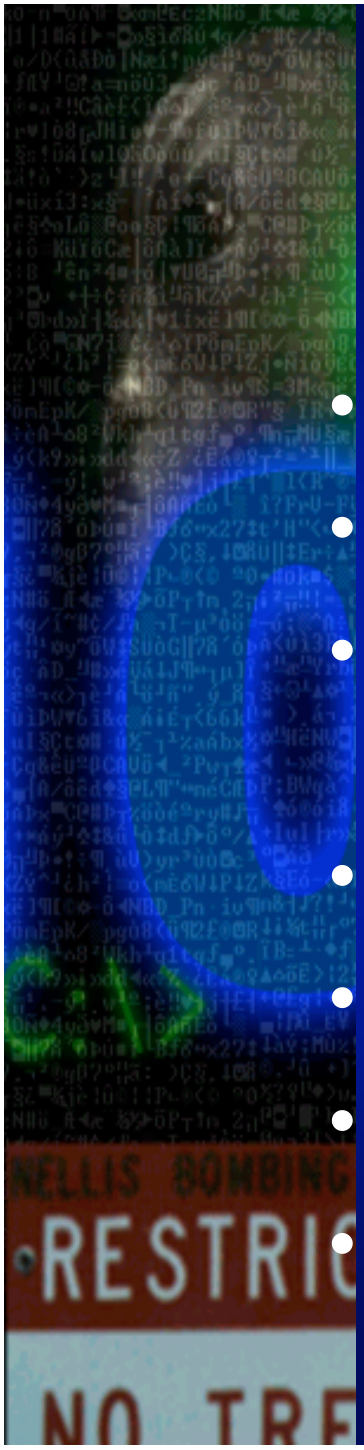
- BC Organization – Part of a North America Wide organization
- 725,000 customers province wide
- They were hacked and loss sensitive data, although what was lost was not well understood
- The Parent organization threatened them with sanctions should they not resolve their security issues fully and quickly

Organization's Reaction

- Panic!
- Yelling!
- Finger pointing!
- The search for the guilty!
- Then, ……they called IBM

Situation Summary

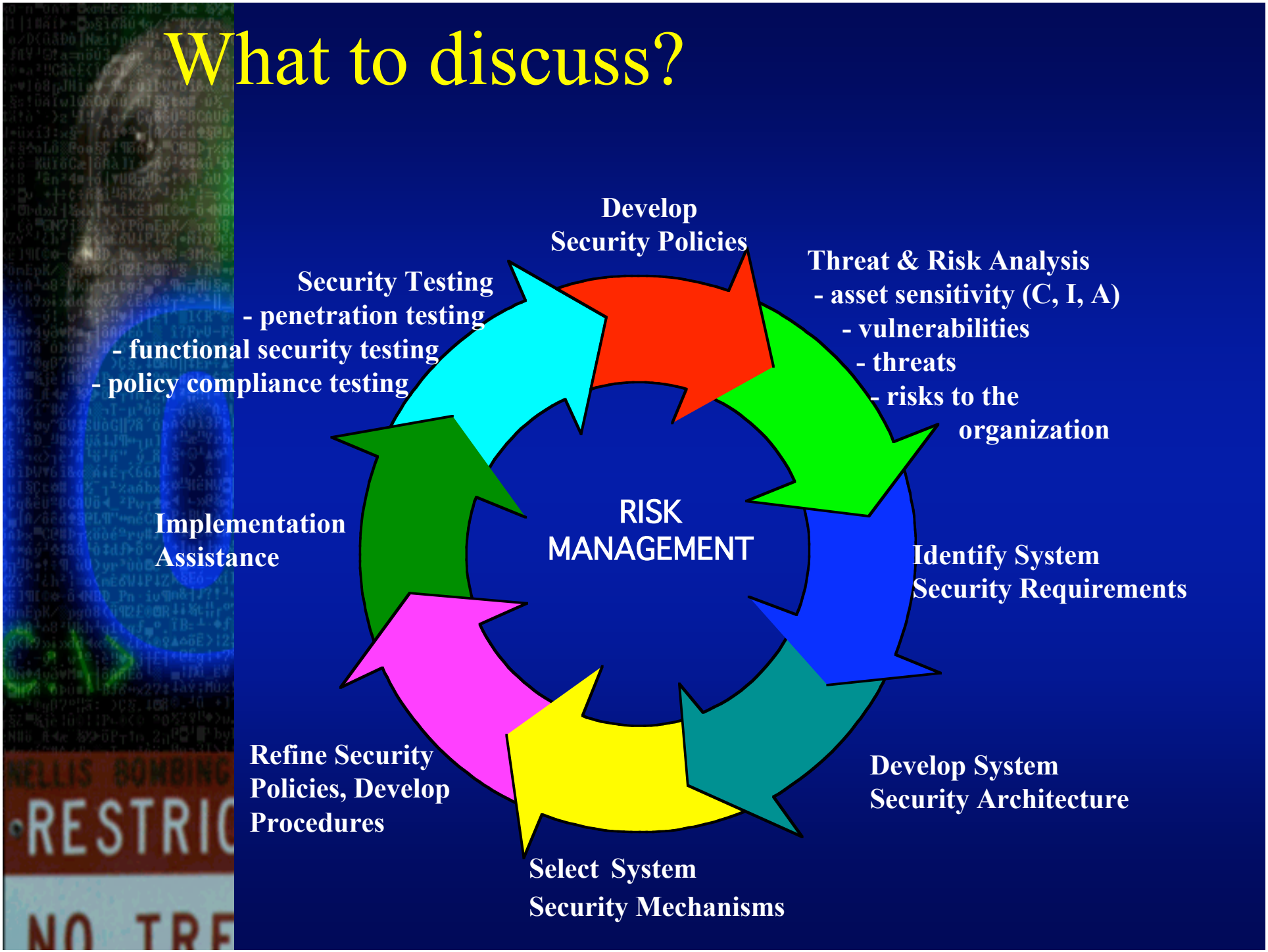
- Organization with no formal security program and undefined risks
- Castle mentality – perimeter firewall and SSL makes me secure
- No dedicated security resources or defined accountability
- No plan and clear understanding of the level of risk present – lots of undefined expectations



Consultant's Approach

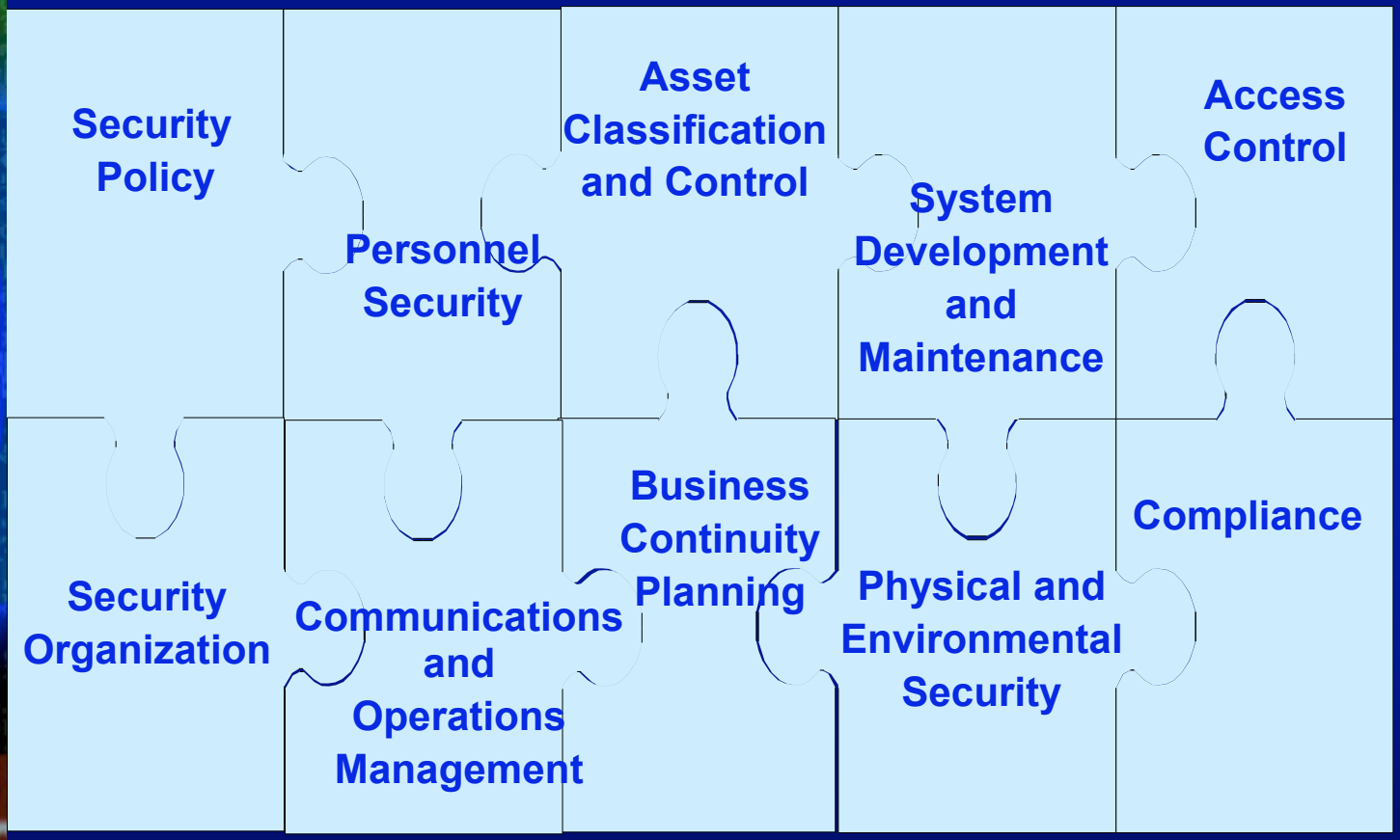
- Introductory seminar and interviews
- TRA
- Security review against measurable standard
- Gap Analysis
- Recommendations with quick wins
- Debrief at all levels
- Implementation assistance

What to discuss?



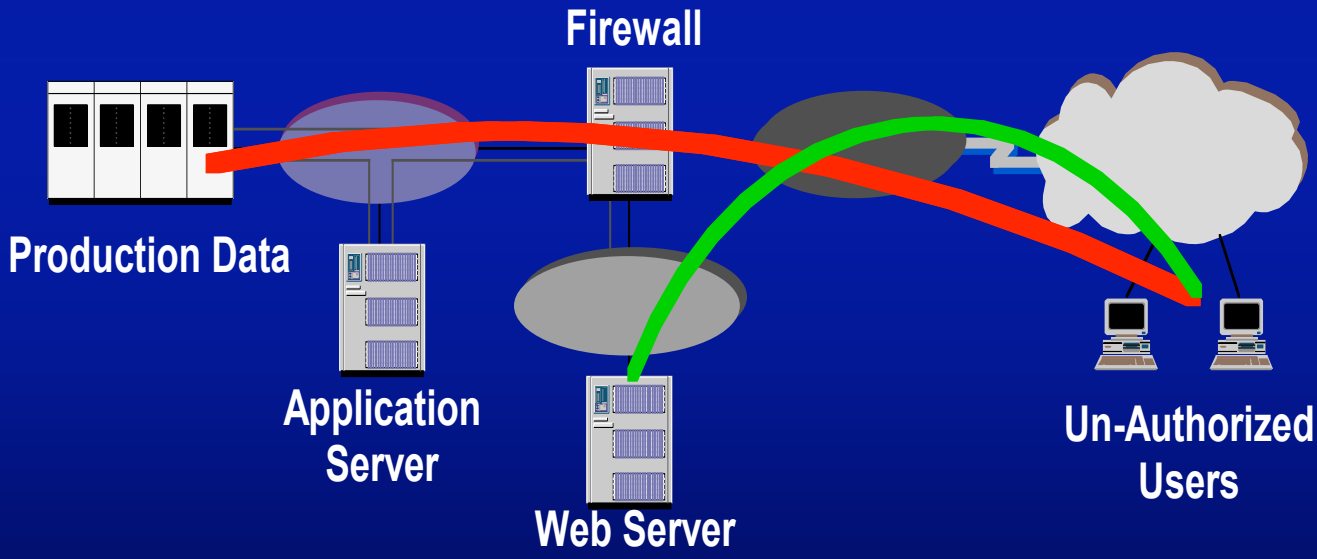
What to discuss?

BS7799 / ISO 17799, RCMP, NIST



What to discuss?

Segmentation



What to discuss?

Policy & Standards Dev.

Determine Policy Reqmts

1. Kickoff
2. Interview Key Bus. Execs
3. Interview IT & Security Staff
4. Checkpoint

Identify Current Policies

1. Obtain Existing Policies
2. Get Details of Breaches

Map Current To Req'd

ISO 17799

Gap Analysis

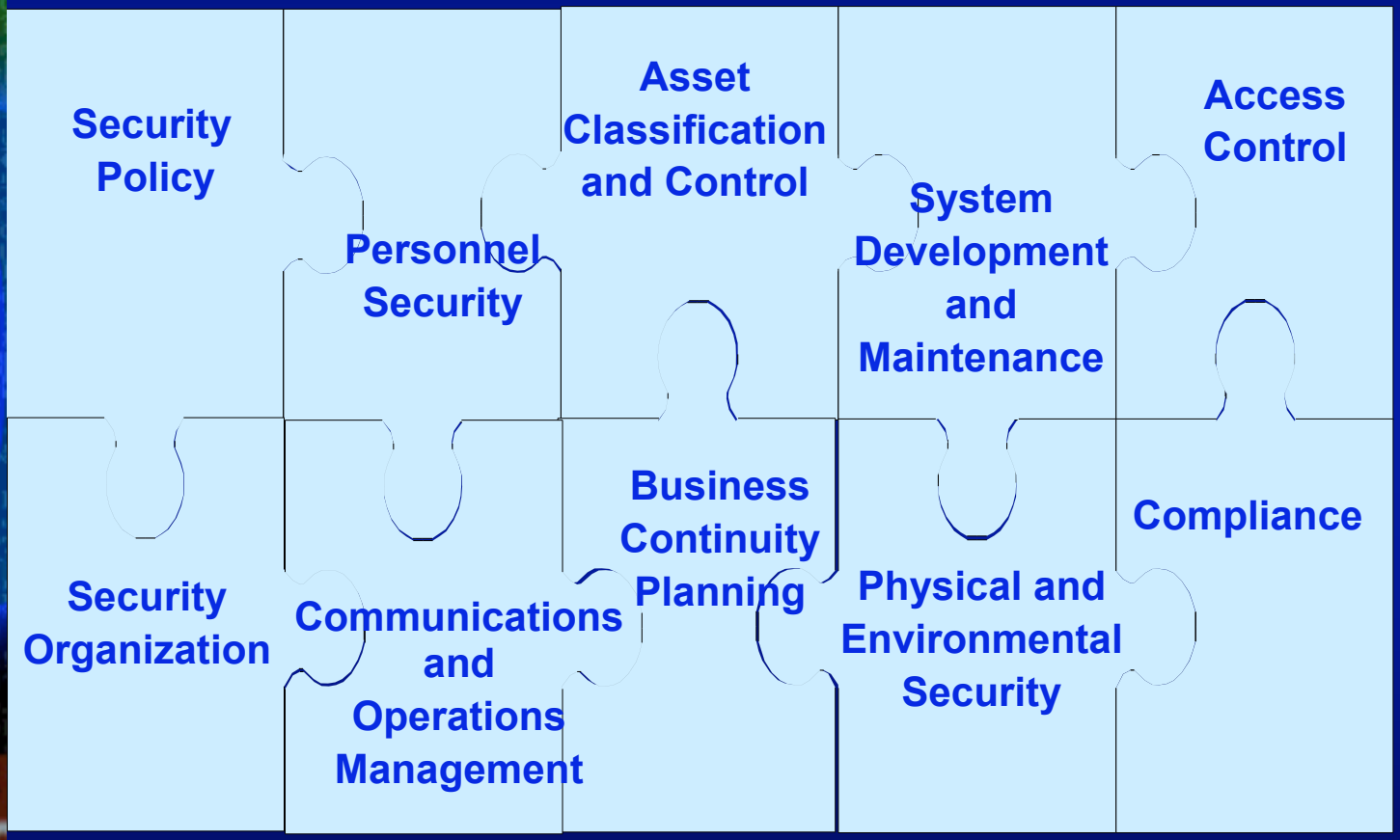
1. Identify Gaps
2. Identify New Areas
3. Assign Ownership
4. Consolidate Findings
5. Checkpoint

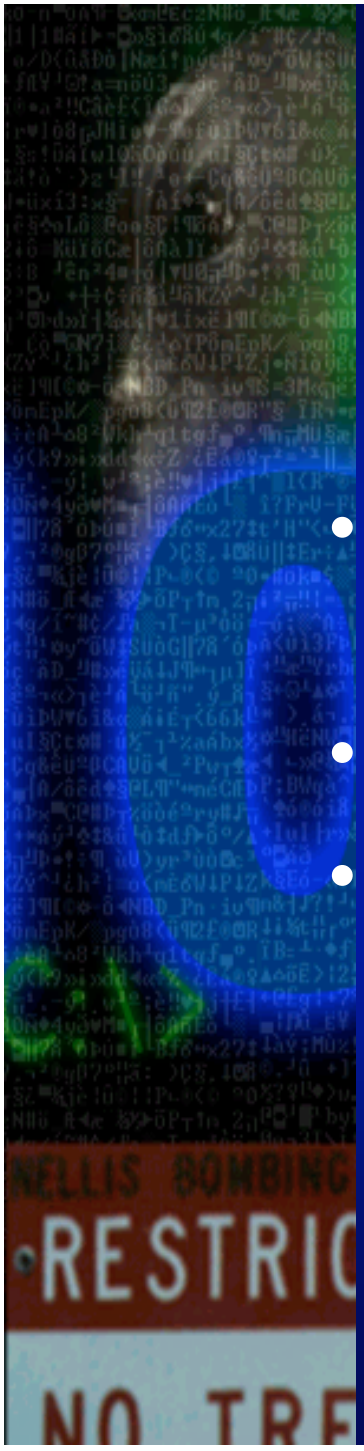
Develop Req'd Policies

Threat & Risk Assessment

- Define a TRA methodology to be used – must know how much information is available and what the tolerance of the organization is for quantitative results – No one way to do it!
- Multi disciplinary group for qualitative assessment component
- Includes internal and external pen tests

Security Review Against a Measurable Standard





Gap Analysis

- Should relate back to organization strategic plans or initiatives
- Some sensitivity to industry or market
- Language speaks to all levels of organization

Recommendations

- Quick Wins
- Order in criticality
- Specific technology fixes required
- Build a strategic plan for 1-5 years in platform agnostic terms

Debrief

- Presentations tailored for multiple levels – with similar messages
  - Senior Mgt.
  - Line Staff
  - Technical

Implementation Assistance

- Time
- Resources
- Criticality of issues

The Result

- 3 year plan
- Last external pen test received top marks – no external penetrations
- Internal policy violations are down by 80% over the last year

A little real world info

- 80% of e-mails we get are malicious or spam
- 24000+ virus e-mails per week
- Every computer I have reviewed has had Spyware on it
- 80% of your time should be spent on the human issues – 20% pure technical issues

Questions?

Thank You

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