



# How do we stay ahead of the hackers?

## Hackers have been holding the city of Baltimore's computers hostage for 2 weeks

A ransomware attack means Baltimore citizens can't pay their water bills or parking tickets.

By [Emily Stewart](#) | [emily.stewart@vox.com](mailto:emily.stewart@vox.com) | May 21, 2019, 5:50pm EDT

## *Ransomware Attack Hits 22 Texas Towns, Authorities Say*

The state declined to say which towns were affected by the coordinated cyberattack. But one expert said it could signal more such attacks in the future.

December 16, 2019

## New Orleans hamstrung by ransomware attack



**Teri Robinson**

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**CONSUMER SECURITY CHECKLIST**

1. Enable two-factor authentication.
2. Update your apps and computers ASAP (<24 hours of getting notified).
3. Assign strong passwords to your computer and mobile devices – and don't share them with anyone.





## Natural instincts

Look both ways before  
you cross the \_\_\_\_\_.

**DONT RUN WITH \_\_\_\_\_.**

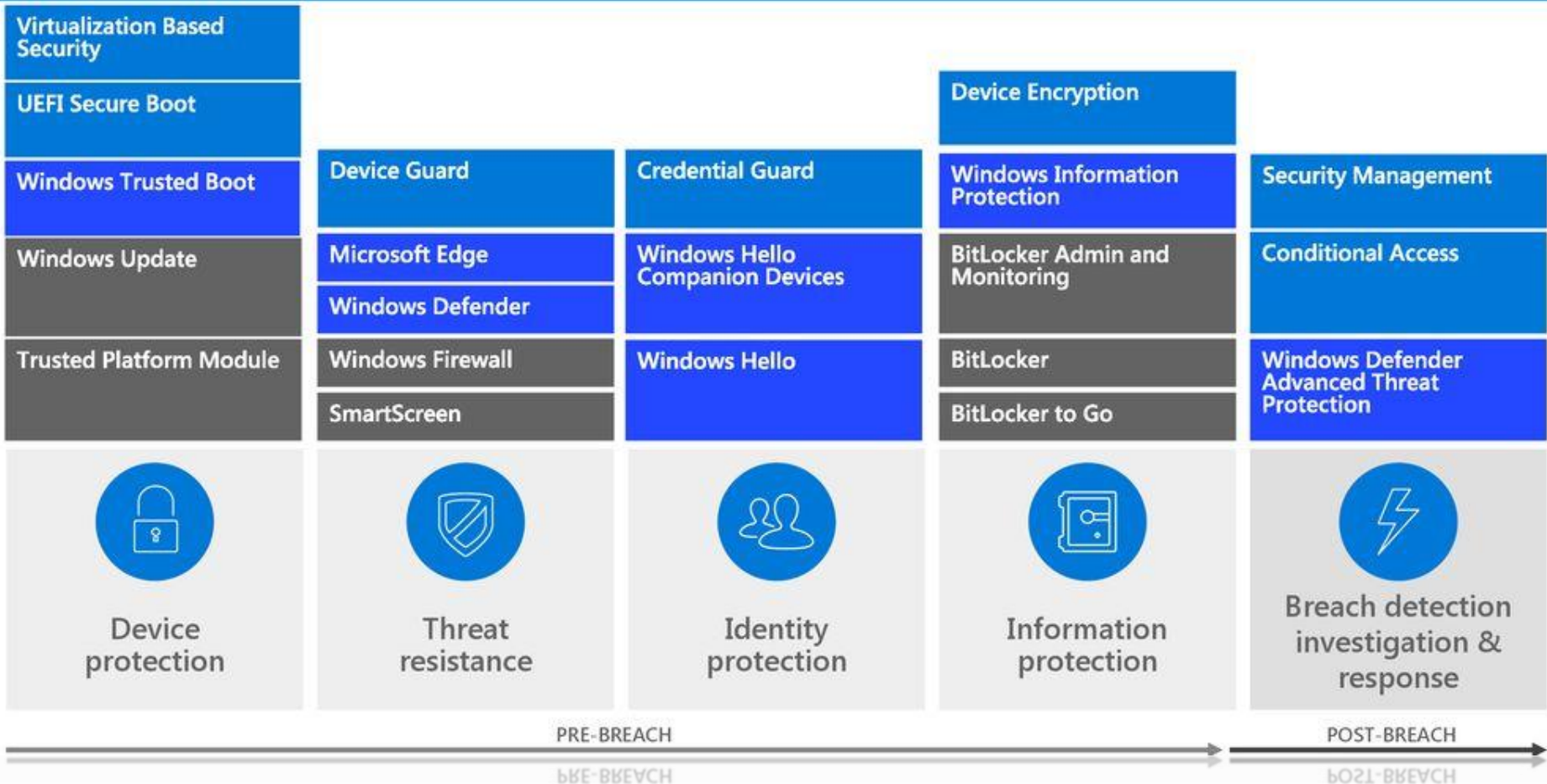
- **WHEN YOU GET IN THE CAR, BE SURE TO WEAR YOUR \_\_\_\_\_.**

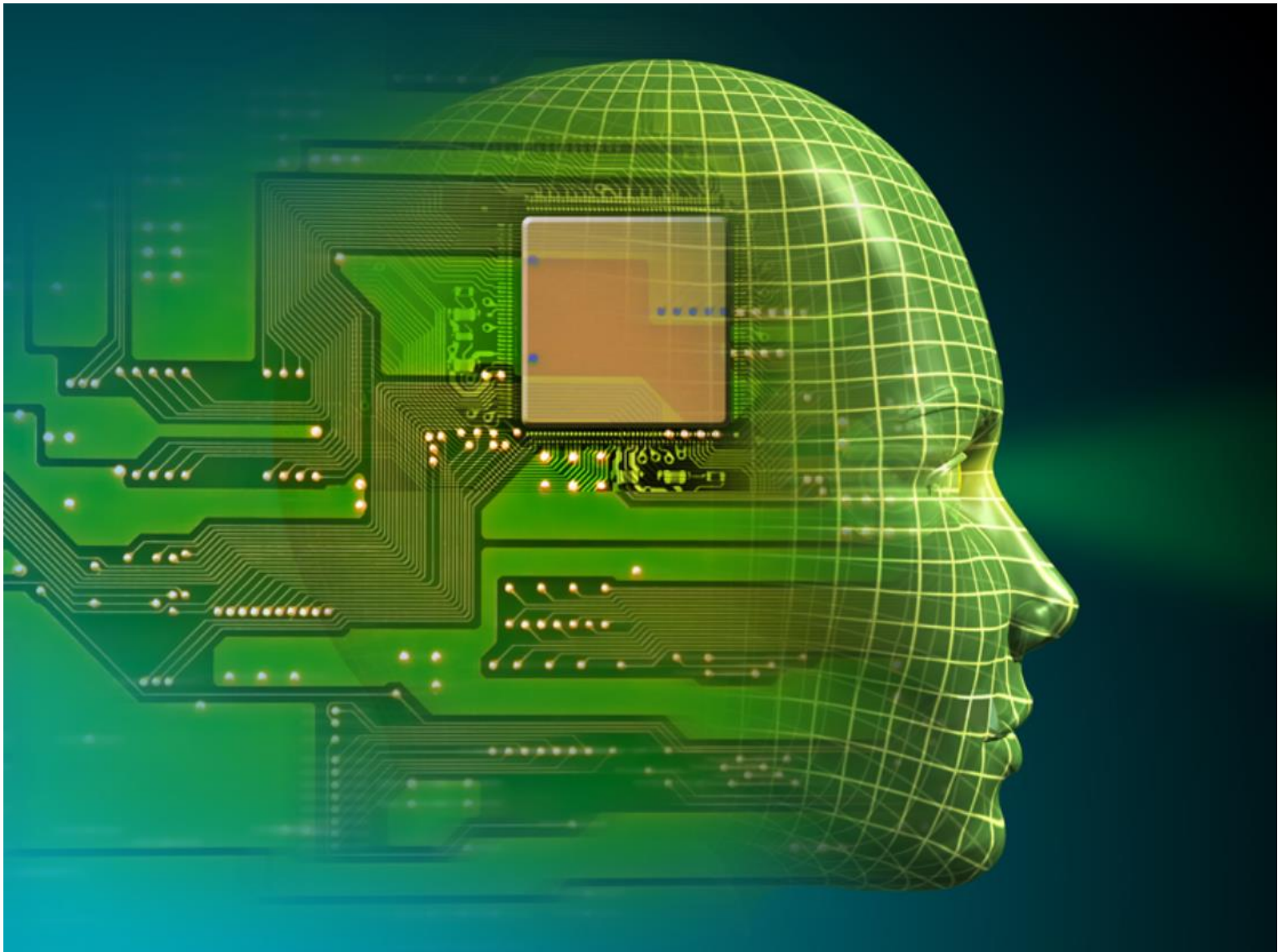




# The “Computer Factor” of Security

## Windows 10 Security on Modern Devices (Fresh Install or upgraded from 64-bit Windows 8)







# Agenda

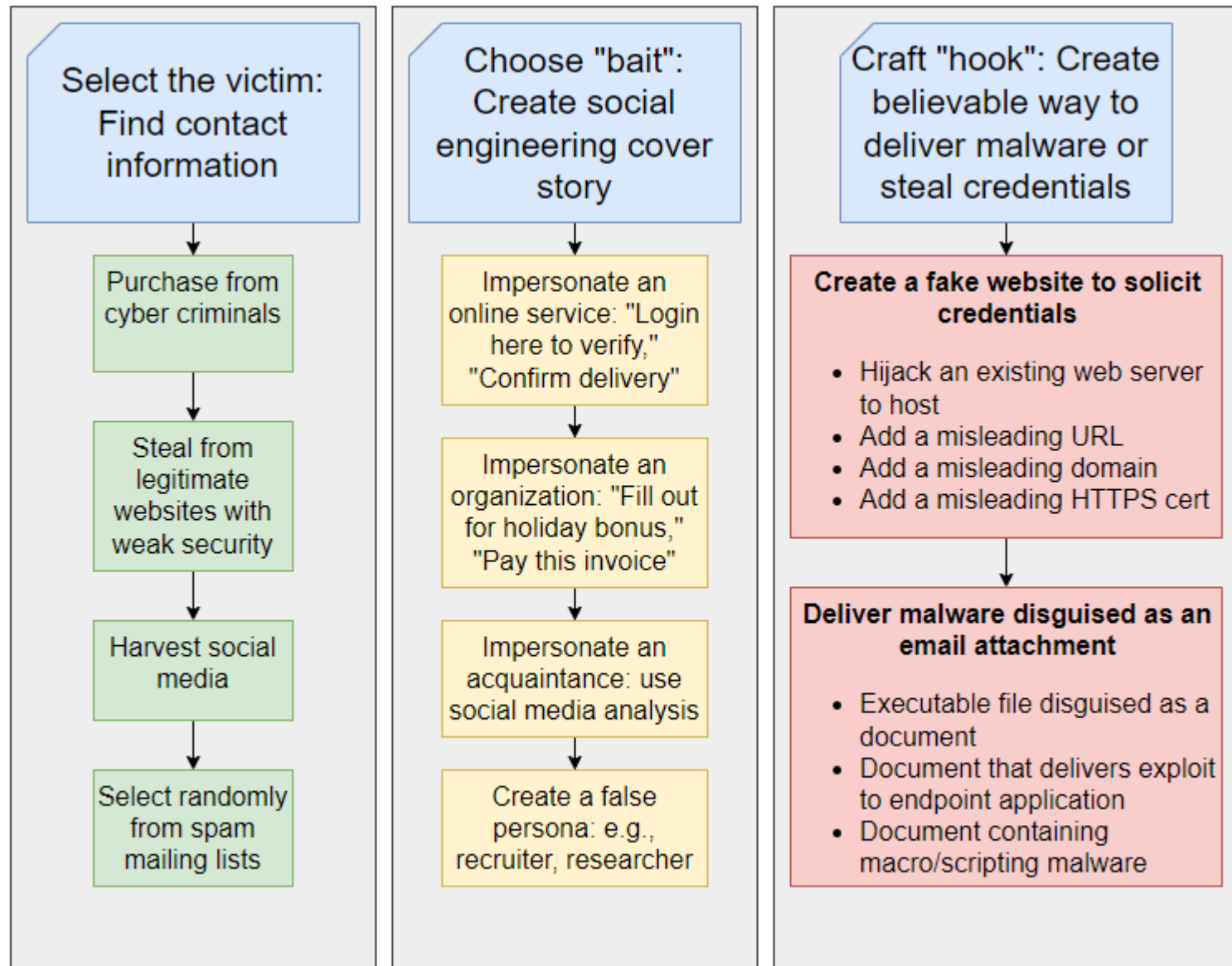
- Why are we so vulnerable
- How our vulnerabilities are exploited
- Current Threats
- Always / Never



# Social Engineering – “The Art of Deception”



# The Process





# Social Engineering in Practice: Real Life Examples

Direct Request – Contrived Situation - Dressing up- Personal Persuasion



# Why social engineers succeed



# In review

Why are we so vulnerable?

- We are bad at judging risk – limited focus

How our vulnerabilities are being actively exploited

- Social Engineering Tactics





# Hold yourself accountable

- “We have limited mental capacity and we are unable to process all the sights, sounds and other inputs that floods the senses at any given moment.”
- “I know” increases stress and causes blind spots
- We must “design tools, tasks and routines to reduce the risk of our own inevitable lapses”





Current Threats

# Recent Examples



Fax Message

You have a new Vmail in Mailbox  

[HTML](#) | [Raw](#)

Good Morning Maryharrington ,

elivery

You missed a call From: "WIRELESS-CALLER" <15842172\*\*\*> .

Length: 0:41 seconds .

Missed Call-ID: VM052319Skinmd1

very

***Download and LISTEN to missed Call in Attached above.***

© 2019 ShareFolder, PO Box 77767, San Francisco, CA 94107

Caller ID: 18327531131

Date Received: 2019-05-14

Type: Attached in pdf

Number of pages: 3

Reference #: 48777038-19542060922-512

# Recent Examples

The screenshot displays the OneDrive web interface. On the left is a navigation sidebar with options: Search everything, Help, Files, Recent, Shared, Recycle bin, and PO. The main area shows a list of files with a 'Name' column header. A login verification overlay is positioned on the right, featuring the Office 365 logo and a 'continue' button.

**OneDrive**

Search everything

Flow Sync

Office 365

To Verify It's you. Login With Your Credentials To Confirm Account

Files

Name
HOV87362.pdf
INVOICE PO#000
Payment Oder #4
Payment Order.p
PO367459.pdf

Email Address

Enter your email address.

Password

Enter your email password.

continue



# Recent Examples

Which condition(s) do you want to check?

Step 1: Select condition(s)

- with specific words in the subject or body
- from people or public group
- with specific words in the subject
- with specific words in the subject

Apply this rule after the message arrives

with 'bank' or 'fund' or 'wire' or 'ach' or 'credit card' or 'check' or 'payment' or 'pay' or 'invoice'

forward it to george.morgan33333@gmail.com

and stop processing more rules

and stop processing more rules



From: Kristen Sciretto <ksciretto@ashlandcormmercial.com>

Sent: Wednesday, April 17, 2019 2:44 PM

To: \*\*\*\*\*

Cc: \*\*\*\*\*; Sharon Russo <srusso@ashlandcommercial.com>  
<srusso@ashlandcormmercial.com>; <rnohte@ashlandcommercial.com>  
<rnohte@ashlandcormmercial.com>; azerola@ashlandcommercial.com  
<azerola@ashlandcormmercial.com>

Subject: RE: wire was reversed

Mary,

Thank you for your correspondence, will contact our creditors regarding the same, and will inform you once funds clears their account.

Sincerely,

Kristen Sciretto

Ashland Commercial Construction Co.

Office Manager

2 Centennial Drive

Peabody, MA 01960

(978) 531-3420

F: (978) 512-8918

ksciretto@ashlandcommercial.com

 Always  Never





Always



Never



Report Suspicious Behavior/Warnings



Self Resolve or Ignore Warnings Signs



 Always  Never



Always invest in employee training



Never expect employees to just “know”  
from personal experience



Always invest in cyber insurance



Never assume standard business insurance  
includes cyberinsurance coverage



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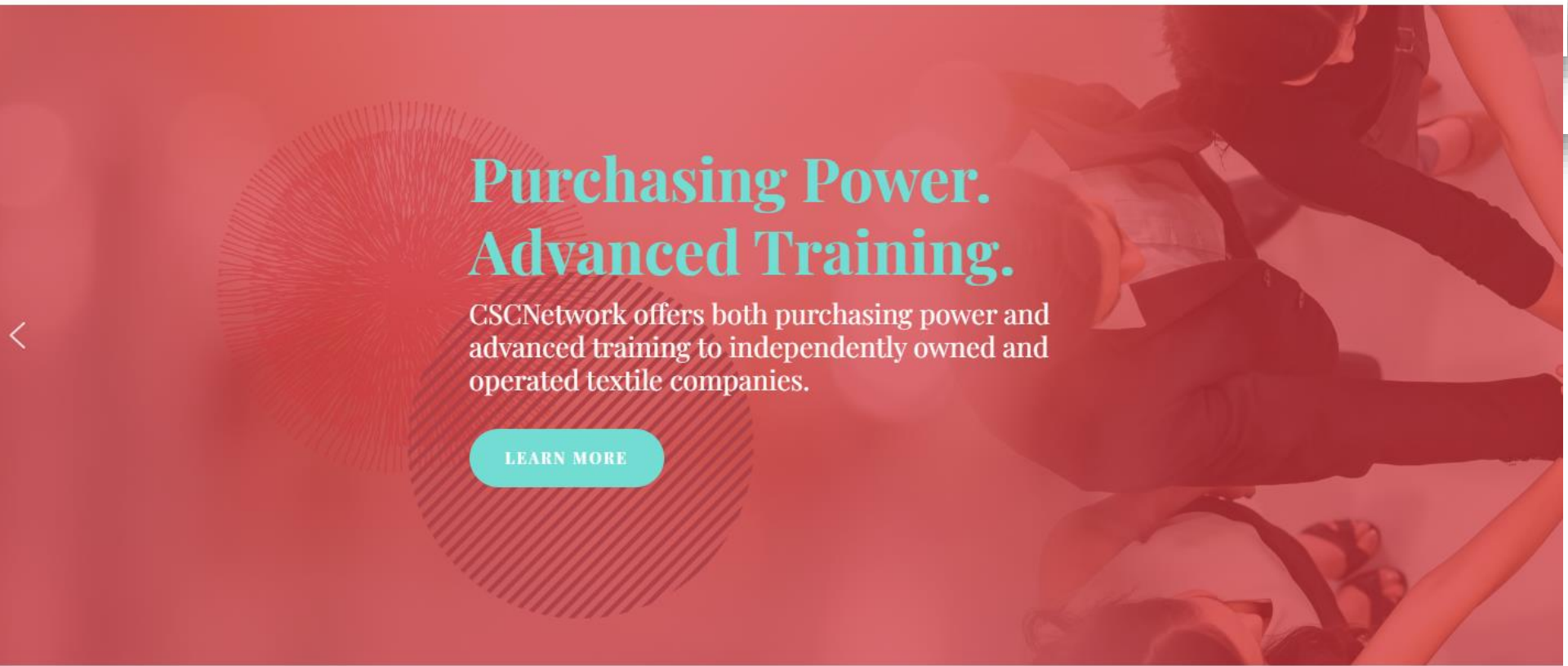
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Always



Never



Use a passPHRASE



Use a dictionary word, write it down or share it

How many characters does a strong passphrase contain? 16



3) Use 2 Factor Authentication when

Does it matter what character types you use? No

available

Weak or Strong Password?

MyPetsNameisFred    aaabbbbccc    zyxwvuts    Pa\$\$wOrd1

TheTrafficOn265Was\*!\$ThisMorning!

4) Use Pass Phrases; <https://www.useapassphrase.com/>  
<https://untroubled.org/pwgen/ppgen.cgi>



In review



# Do you Judge Risk Properly?



- You are “in control” which means you will always underestimate the danger
- Use “Always/Never” statements and standard operating procedures to guide your actions – avoid becoming a victim

# Above all else...

Realize your limitations and execute your checklists.

Practical Tips:

[goo.gl/N9vY0a](http://goo.gl/N9vY0a)

Stay informed – this is LIFE not just business

– <http://internetsafety.trendmicro.com/>



# Security Awareness Seminar

Send Questions to:

[mstearly@infinite-solutionsllc.com](mailto:mstearly@infinite-solutionsllc.com)



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SOLUTIONS