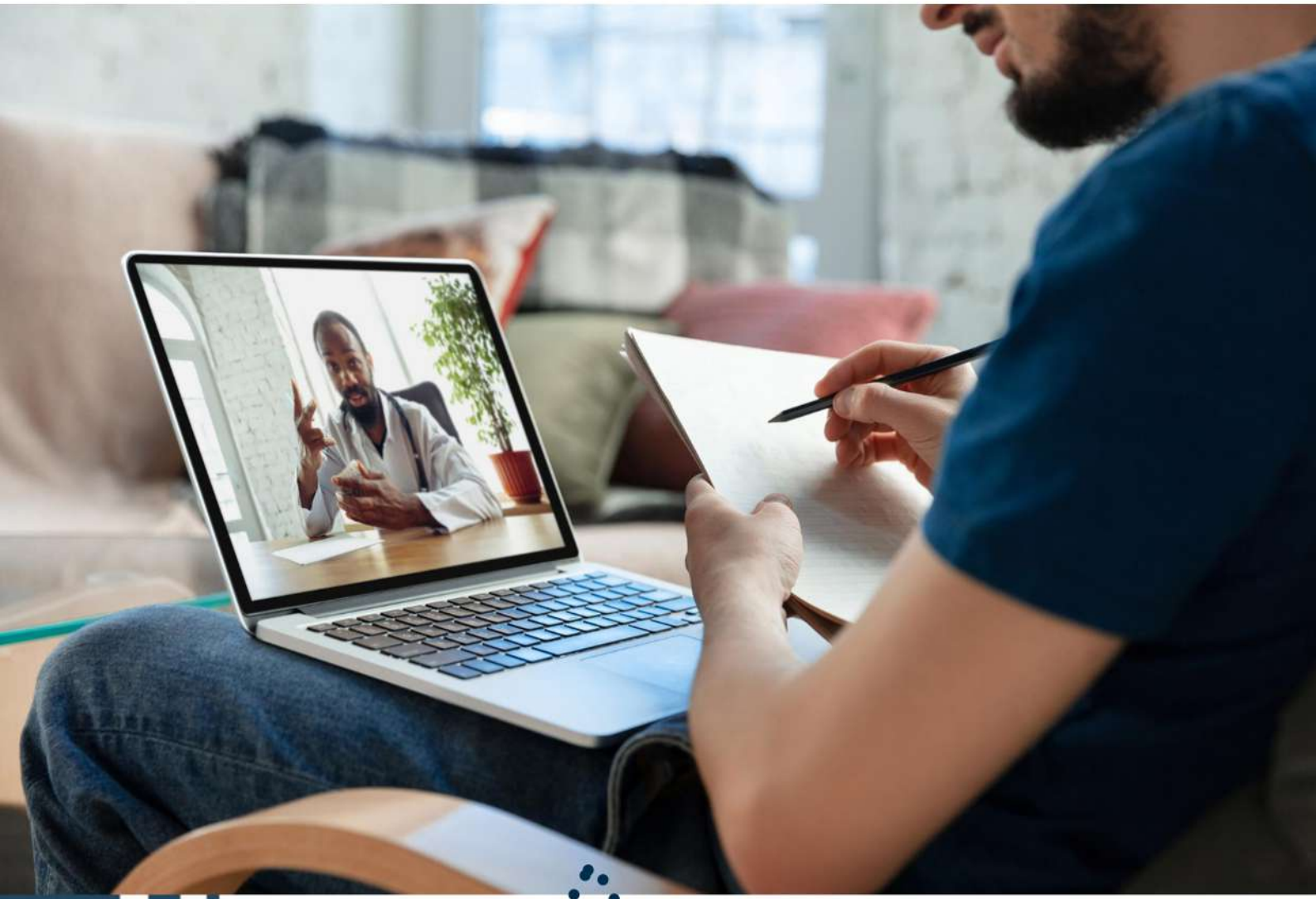
Zetlan Technologies

CyberSAFE

ZETLAN TECHNOLOGIES
www.zetlantech.com

Online Course



Course Modules

Compliance

1.Identify organizational security compliance requirements.

- Types of organizational compliance requirements
  - Password policy
  - Internet usage policy
  - Data protection
  - Personally Identifiable Information (PII)
  - Personal Health Information (PHI)
  - Acceptable Use Policy (AUP)
- On site vs. remote
- Equipment
- Shared resources (passwords, mailboxes, etc.)
- Job function differentiation
  - Facility policies
- Employee/visitor access
- Badge requirements
- Key policies
  - Ramifications of non-compliance

2.Identify legal compliance requirements.

- Types of legal compliance requirements
  - Regulation/law
- HIPAA
- SOX
- GDPR
- NISD
- e-privacy directive
  - Legal consequences of non-compliance

3.Identify industry compliance requirements.

- Examples of industry compliance requirements
  - PCI DSS
  - ISO 27001
  - NIST

4.Identify security and compliance resources.

- Organizational compliance resources
  - Handbooks/websites
  - AUP documentation
- Updates
- Location/access
  - Departments
- Human Resources
- Information Technology
- Information Security
  - Incident reporting
- Legal compliance resources
  - Government websites
  - Legal departments
  - Insurance providers
- Industrial compliance resources
  - Industry associations/professional groups

Social Engineering

5.Recognize social engineering attacks.

- Attack vectors (points of entry)
  - Username/password
  - Organizational/personnel information
  - Physical access
  - End-user personal information
  - Email
  - Mobile device
- Attack goals
  - Data destruction
  - Data theft
  - Financial gain
  - Financial harm
  - Political gain
  - Reputation
  - Revenge
- High-value targets
  - C-suite
  - Accounting personnel
  - HR personnel
  - IT personnel

- Attack types
  - Phishing
- Whaling
- Spear fishing
  - Vishing
  - Smishing
  - Pharming
  - Baiting
  - Pretexting
  - Impersonation (CEO Fraud)
  - Quid pro quo
  - Tailgating/piggybacking
  - Shoulder surfing

6.Defend against social engineering attacks.

- Resources to defend
  - Organizational hardware/devices
  - Organizational data
  - Network access
  - Premises access
  - User credentials
- Mitigation techniques
  - Situational awareness
  - Badging systems/security checks
  - Door locks
  - Verification of requests
  - Proper disposal/deletion of sensitive information
  - Continual education/training
  - Communication
  - Compliance audit

Device and Data Protection

7.Maintain the physical security of devices.

- Organzatnal & personal devices contang potntially sensitive data
  - Laptops/computers
  - Mobile phones
  - Tablets
  - Removable storage
- Organizational device-security requirements
  - Limiting the devices that have access to sensitive data
  - Credentials
  - Acceptable devices for data storage
  - Disposal/deletion requirements
- Digital presence
  - Device logs
  - Temporary files
  - Browser history
  - Cached/saved credentials
  - IoT devices
  - Cloud storage

- Device physical security techniques
  - Proper storage/disposal/recycling
  - Loss/theft reporting
  - Locking unattended machines/devices
  - BYOD controls
- Remote wipe functionality
- Location detection

8. Use Secure Authentication Methods.

- Something you know
  - Passwords/PINs
    - Frequent changing
    - Complexity
    - Prohibiting reuse/sharing
    - Memorization vs. recording/documenting
    - Something you are
- Biometrics
  - Finger print
  - Facial recognition
  - Retinal/iris scan

- Something you have
  - Authentication apps
  - Key fob
  - Tokens
  - Smart cards
- Authentication best practices
  - Password managers
  - Covert entry (ensure nobody can watch you enter it)
  - Immediately change following breach/incident
  - Secure storage of passwords
  - Critical importance of protecting email passwords
  - Multi-Factor authentication use when possible
  - Complexity compared to sensitivity of data
  - Unique passwords for all sites and systems
  - Avoiding using easy-to-guess passwords

9. Adhere to data and sensitive data protection best practices.

- Data backups/storage locations
- Mobile device considerations
  - Information leakage through always-on app functionality
  - Accidental or intentional recording of sensitive data
    - ☒ Camera
    - ☒ Microphone

- Data security techniques
  - Alerts for access/ deletion of data
  - Data classification
  - Prohibitions against copying/printing
  - Proper disposal of printed data
  - Prohibitions against removable storage devices
  - Prohibition against mobile devices in designated locations
  - Digital presence considerations
    - Device logs
    - Temporary files
    - Browser History
    - Cached/ saved credentials
    - IoT devices
    - Cloud Storage

10. Identify potential sources of malware and prevent infection.

- Malware effects
  - System corruption
  - Spying/logging
  - Distracting/annoying
  - Device performance degradation
  - Data hijacking/ransoming
  - Data destruction
  - Blackmail
  - Advertising
- Malware types
  - Key logger
  - Ransomware
  - Adware/spyware
  - Trojan horse
  - Virus
  - Worm
  - Browser hijacker
- Malware sources
  - Trick offers
  - Rogue antivirus
  - Free software scams
  - Software piggybacking

- Confusing or obscured options (custom installations)
- Unknown/untrusted download sites
- Open Networks
- Email attachments
- Links
- Scripts in data files/software
- Advertising banners
- Infected hardware
  - Thumb drives
  - External hard drives
- Malware prevention techniques
  - Careful reading of emails/dialog boxes/offers/pop-ups/etc.
  - Malware prevention software
  - IT approval for software installation
  - Inspection of links before selecting
  - Benefit/risk analysis when installing software
  - General system behavior awareness
  - Use of only known vendors and devices
    - Verified publishers

11. Use wireless devices securely.

- Common wireless network risks
  - Eavesdropping
  - Unsecure networks
    - Private
    - Public
    - Open
  - Rogue access points
  - Evil twins
  - "Remembering" wireless networks
- Secure wireless device use techniques
  - Public network use prohibitions
  - Encryption
    - WPA2/WPA3
    - Securing Wi-Fi passwords
  - Wireless network "forgetting"
  - Evil twin avoidance
    - Misspelled network names
    - Lack of password requirements when they are expected
    - Multiple networks with similar names

Online Security and Remote Access

12. Browse the web safely.

- Well-known browsers
  - Chrome
  - Edge
  - Firefox
  - Safari
- URL construction
  - HTTP vs. HTTPS
    - Non-encryption vs. encryption
  - Top level domains
  - Domain names
  - Suspicious/spoofed URLs
    - Close spellings/misspellings
- Safe web browsing techniques
  - Current and updated web browser use
  - Deciphering web addresses
    - Shortened (Bitly)
    - Misspelled
    - Wrong top-level domain (.com v .net)
    - Redirect (changed URL)

- Unknown add-in, plug-in, toolbar avoidance
- Not clicking/tapping ads and pop-ups
- Protocol verification
- URL verification when using links
- Typing vs. clicking
- Bookmarking common sites
- Caution when using mobile devices (URLs not always visible)

13. Use email securely.

- Common email use risks
  - Frequent social engineering attacks
    - Security concern alerts
    - Requests for user credentials
    - Malware removal/IT support offers
    - Free offers
    - Monetary/inheritance scams
    - Requests for information
    - Fake invoices from debt collectors
    - Fake credit card expiry notifications
    - Urgent requests form supervisor/ executive level
- Malicious attachments
    - High-risk file types

- ZIP/ Compressed files
- .exe
- JavaScript
  - Attachment policy/regulation compliance
- Safe email use techniques
  - Imposter identification
    - Sender name vs. email address
    - Subject line topics
    - Tone/voice/grammar of sender
    - Signature lines
    - Unusual/atypical/urgency requests from seemingly valid sources
- "Bank" asking for password in email
- "IT" asking for personal info via email
  - Sender verification
    - Call back/meet in person before responding/clicking
- Email use policy compliance
- Attachment considerations
    - Approved third-party cloud storage (Dropbox, Box, etc.)
    - Password protected
  - Encrypted

14. Use social networks securely.

- Social network security considerations
  - Accidental sharing of sensitive information
  - Combined sources of data (multiple platforms, posts, replies...)
  - Disparaging/revealing comments
    - Representing yourself vs. the organization
    - Sensitive information
  - Lack of control over data and sharing
    - Confidentiality
    - Once posted, always online
    - Consent to data sharing
  - Ambiguous/lengthy confusing security settings
  - Opportunities for social engineering
  - Spoofed accounts
  - Hacked accounts
  - Strong authentication
    - Password
    - Multi-Factor Authentication (MFA)
  - Safe social networking techniques
  - Alignment with organizational social networking usage & policies
  - Thorough research and configuration of security & privacy settings
  - Caution with sharing any potentially sensitive or reputation-dmgng

- Security of credentials
- Social engineering awareness
  - Verify connections
  - Verification of content
- Fact checking

15. Use cloud services securely.

- Cloud service risks
  - Cloud service spoofing
  - Vendor changes
    - Acquisitions/mergers
    - Out of business
  - Mixing up work and private accounts (digital storage location)
  - Compromising credentials
  - Data persistence
- IoT device considerations
  - Data collection
- Safe cloud service use techniques
  - Organizational approval for all cloud-based storage
  - Local backups
  - Extra credential vigilance
    - Secure network connection

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