Defending the Defenders

Information Security Awareness for a Flexible Work Environment

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CPCS

Defending the People of Massachusetts

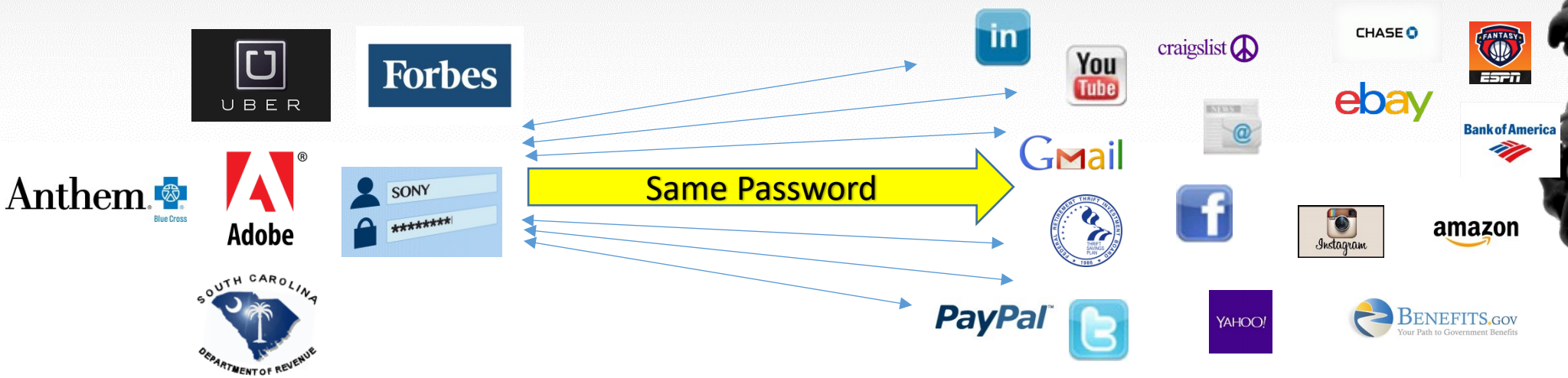
Cybersecurity = Our Collective Responsibility

If we gave our house keys to a STRANGER and they stole everything in our house, who would be responsible?

CYBERSECURITY AWARENESS MONTH 2022

SEE YOURSELF IN CYBER

THE HUMAN FACTOR IS KEY



76% of people will use the same password for most, if not all, websites.

DARKWEB ID

Phishing Awareness

CPCS will perform tests
& offer training bi-annually

Think Before You Click →

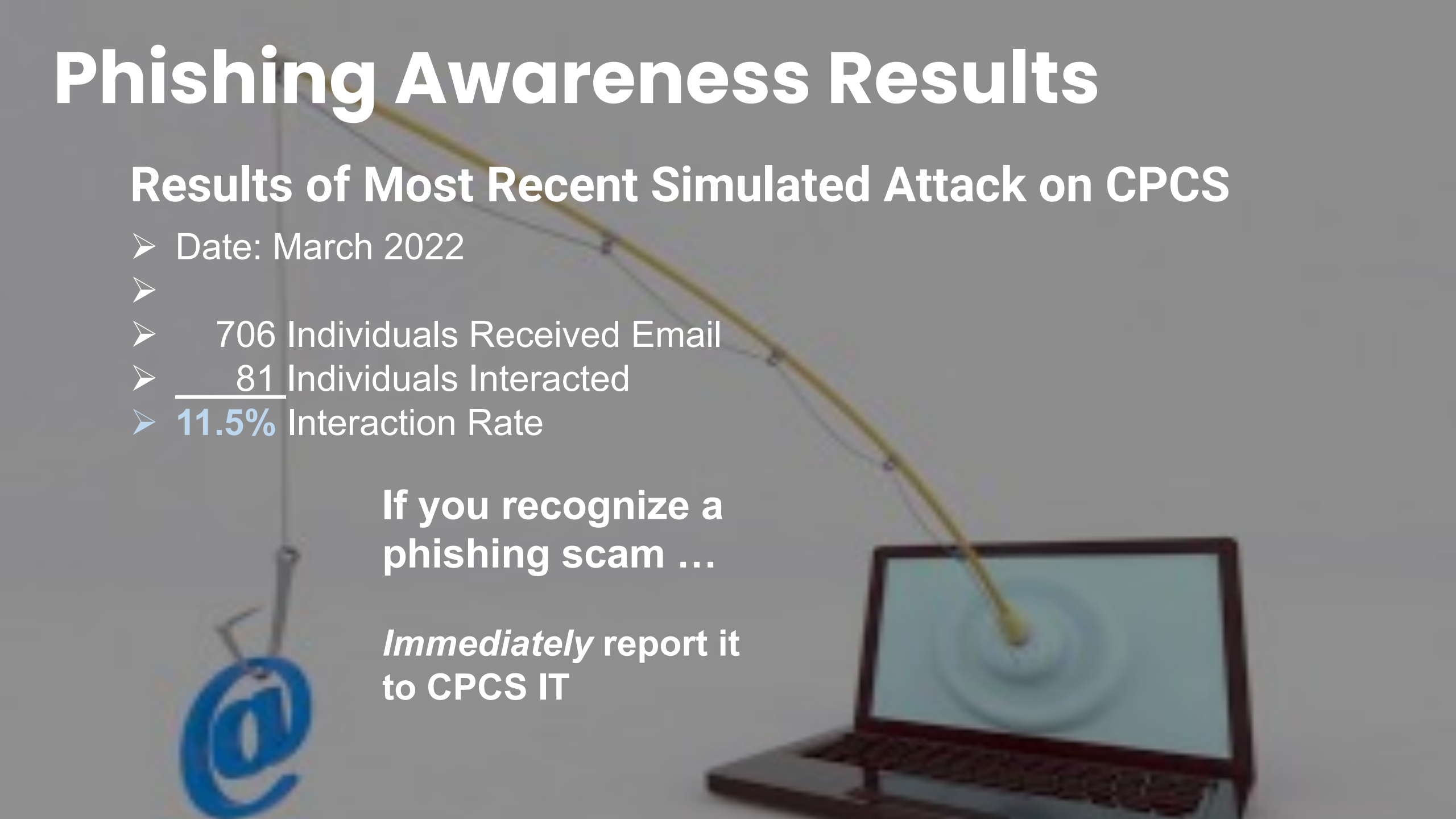
Phishing Awareness Results

Results of Most Recent Simulated Attack on CPCS

- Date: March 2022
-
- 706 Individuals Received Email
- 81 Individuals Interacted
- **11.5%** Interaction Rate

If you recognize a phishing scam …

***Immediately* report it to CPCS IT**



Protect Your Computer

Employer Actions (CPCS)

- ✓ Centrally install security patches
- ✓ Review antivirus software
- ✓ Firewall protection
- ✓ Spam and phishing protection

Personal Actions (YOU)

- ✓ Windows/Mac Updates
- ✓ Application (MS Office) Updates
- ✓ Browser patches (Firefox, Chrome, Edge)
- ✓ Antivirus
- ✓ Browse reputable websites
- ✓ Block pop-ups

Most important: control access to client confidential info

Email

Employer Actions (CPCS)

E-Mail Filter

- ✓ Prevents SPAM and protects against deceptive email
- ✓ Scans for viruses and malware in attachments
- ✓ Processes email in a secure cloud
- ✓ Enables encryption of email on demand

Personal Actions (YOU)

- ✓ ***Keep work and personal email separate***
- ✓ Never save or email confidential data
- ✓ Encrypt transmitted sensitive information
- ✓ Enable two-step login (many synonyms: MFA, etc.)
- ✓ Keep passwords complex

Social Engineering Red Flags

FROM

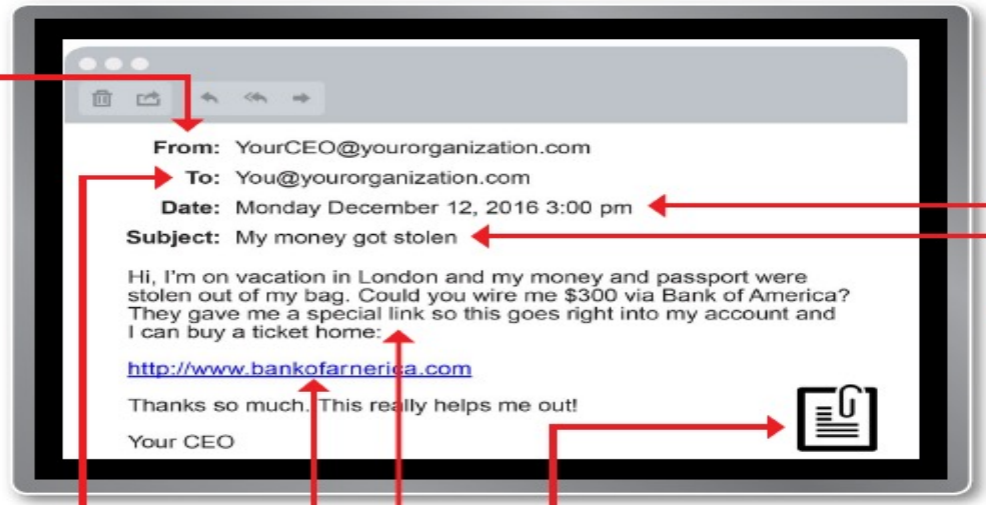
- I don't recognize the sender's email address as someone **I ordinarily communicate with**.
- This email is from **someone outside my organization and it's not related to my job responsibilities**.
- This email was sent from **someone inside the organization** or from a customer, vendor, or partner and is **very unusual or out of character**.
- Is the sender's email address from a **suspicious domain** (like micorsoft-support.com)?
- **I don't know the sender personally** and they **were not vouched for** by someone I trust.
- **I don't have a business relationship** nor any past communications with the sender.
- This is an **unexpected or unusual email** with an **embedded hyperlink or an attachment** from someone I haven't communicated with recently.

TO

- I was cc'd on an email sent to one or more people, but **I don't personally know** the other people it was sent to.
- I received an email that was also sent to an **unusual mix of people**. For instance, it might be sent to a random group of people at my organization whose last names start with the same letter, or a whole list of unrelated addresses.

HYPERLINKS

- I hover my mouse over a hyperlink that's displayed in the email message, but the **link-to address is for a different website**. (This is a **big** red flag.)
- I received an email that only has **long hyperlinks with no further information**, and the rest of the email is completely blank.
- I received an email with a **hyperlink that is a misspelling** of a known web site. For instance, www.bankofarnerica.com — the "m" is really two characters — "r" and "n."



DATE

- Did I receive an email that I normally would get during regular business hours, but it was **sent at an unusual time** like 3 a.m.?

SUBJECT

- Did I get an email with a subject line that is **irrelevant** or **does not match** the message content?
- Is the email message a reply to something **I never sent or requested**?

ATTACHMENTS

- The sender included an email attachment that **I was not expecting** or that **makes no sense** in relation to the email message. (This sender doesn't ordinarily send me this type of attachment.)
- I see an attachment with a possibly **dangerous file type**. The only file type that is **always safe to click on is a .txt** file.

CONTENT

- Is the sender asking me to click on a link or open an attachment to **avoid a negative consequence** or to **gain something of value**?
- Is the email **out of the ordinary**, or does it have **bad grammar** or **spelling errors**?
- Is the sender asking me to click a link or open up an attachment that **seems odd** or **illogical**?
- Do I have an **uncomfortable gut feeling** about the sender's request to open an attachment or click a link?
- Is the email asking me to look at a **compromising or embarrassing picture** of myself or someone I know?

KnowBe4
Human error. Conquered.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