

Getting Started with the NIST Cybersecurity Framework

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General Manager & Owner



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Unique

- Attend Multiple New Technology Events Year
- Client Portal (Applications, Dashboards, Invoices, Planner, Problems, Projects, Quotes, Reports, & University)
- Cloud & Managed Services Award Winner North America
- Excellence in Managed IT Services 250 List North America
- Fast Growth 150 List North America
- Next-Gen 250 List North America
- Provide 15 Security Services
- Provide 30 Cloud & Managed Services
- Run 100% Business Cloud
- Started Project Services 2000 and Cloud & Managed Services 2008
- Virtual CIO & CSO Teams Meetings



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Keep Moving Forward

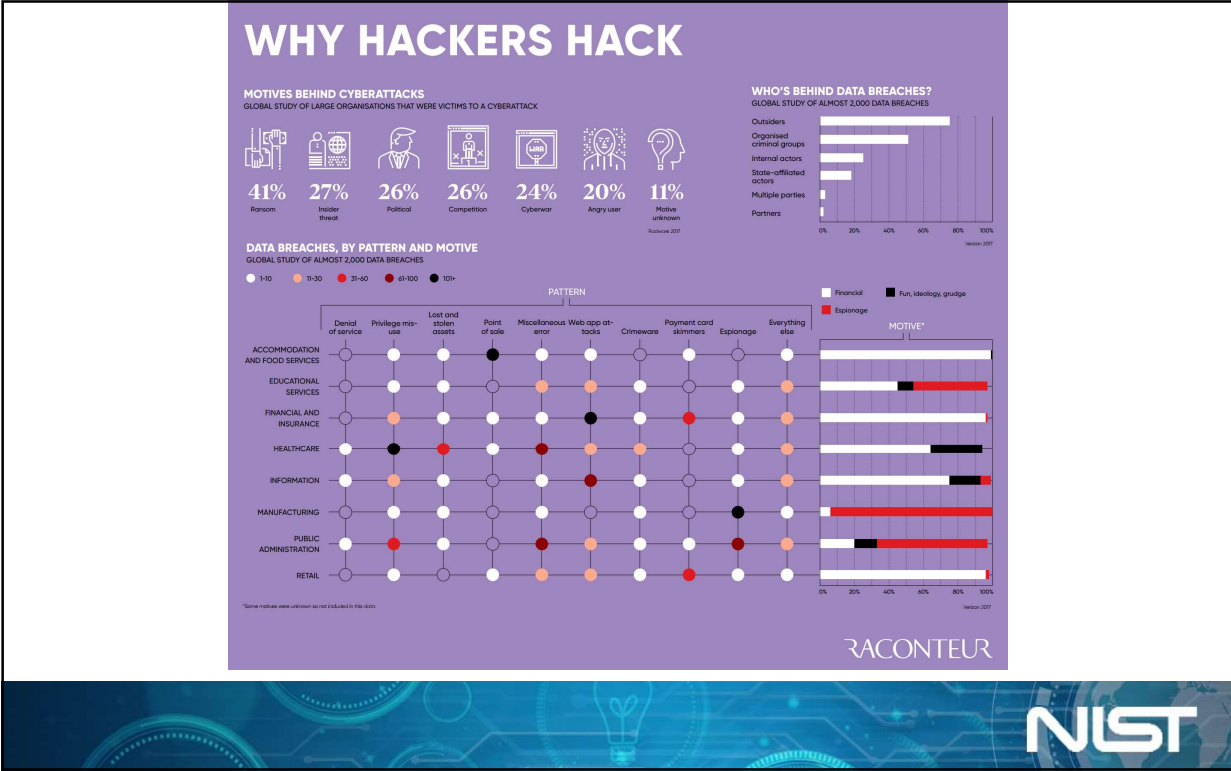


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Why Cybersecurity Matters for your Small Business



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What You'll Learn

- Cybersecurity Basics
- Risk Management
- Cybersecurity Framework
- Cybersecurity Resources

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Cybersecurity Basics

Cybersecurity:

Protecting electronic devices and associated data and information

NIST:

National Institute of Standards and Technology



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Complexity of a Modern Small Business

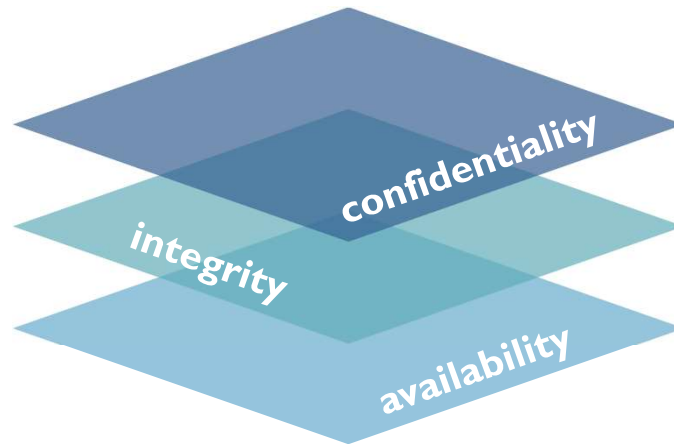
- Email
- Mobile devices
- Corporate website
- Social media
- Ecommerce systems
- Online banking
- BYOD and office policy
- Network management
- Backup and remote access



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Cybersecurity Objectives



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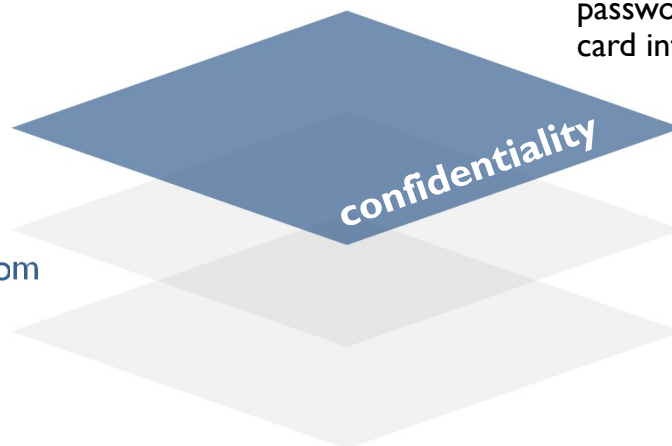
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Confidentiality

Example:

Criminal steals customers' usernames, passwords, or credit card information

Protecting information from unauthorized access and disclosure

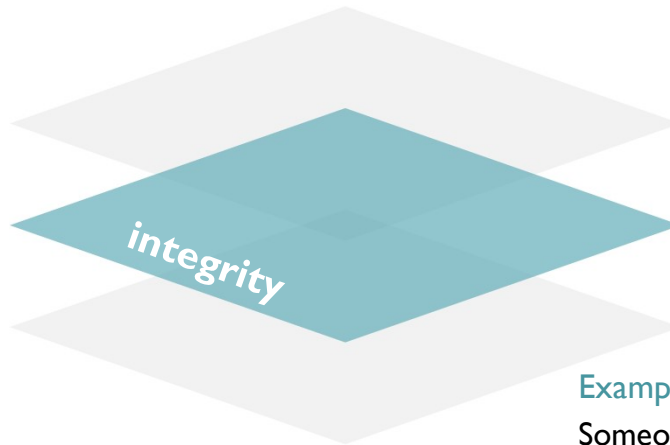


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Integrity

Protecting information from unauthorized modification



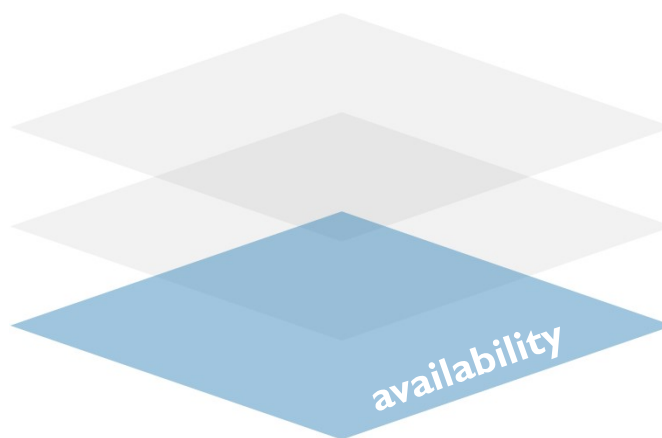
Example:

Someone alters payroll information or a proposed product design

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Availability

Preventing disruption in how information is accessed



Example:

Your customers are unable to access your online services

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Small Business, Big Impact

Why put your already limited resources into preparing for and protecting against cybersecurity attacks?

Vulnerability

Attackers can see small businesses as easy targets

Business Costs

Attacks can be extremely costly and threaten the viability of your business

Reputation

Customers and employees expect and trust you to keep their information secure

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Cybersecurity Threats

- **Phishing Attacks**
- **Ransomware**
- **Hacking**
- **Imposter Scams**
- **Environmental events**



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Phishing Attacks

- Social engineering attack involving trickery
- Designed to gain access to systems or steal data
- Targeted phishing is “spear phishing”
- Variants include “vishing” – attacks by telephone and “smishing” those using SMS or text

Example:

An email about a delayed shipment causes you to click a link and download malware to your network.

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Ransomware

- Type of software with malicious intent and a threat to harm your data
- The author or distributor requires a ransom to undo the damage
- No guarantee the ransom payment will work
- Ransom often needs to be paid in cryptocurrency

Example:

WannaCry was one of the most devastating ransomware attacks in history, affecting several hundred thousand machines and crippling banks, law enforcement agencies, and other infrastructure.

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Hacking

- Unauthorized access to systems and information
- Website attack such as DDOS
- Access denied to authorized users
- Stolen funds or intellectual property

Example:

Newspaper kiosk's point-of-sale system was hacked; malware installed. Every customer's credit card information was sent to criminals.

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Imposter Scams

- Someone "official" calls or emails to report a crisis situation
- They represent the IRS, a bank, the lottery or technical support
- There will be a sense of urgency and a dire penalty or loss if you don't act

Example:

IRS scams – You receive a phone call claiming to be the IRS, reporting you owe money and need to pay or else get hit with a fine.

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Environmental Threats

- Natural threats such as fire, earthquake, flood can cause harm to computers or disrupt business access
- Recovery efforts attract scams such as financial fraud
- Downtime can lose customers, clients who can't wait

Example:

Ellicott City flooding wiped out businesses and their computers

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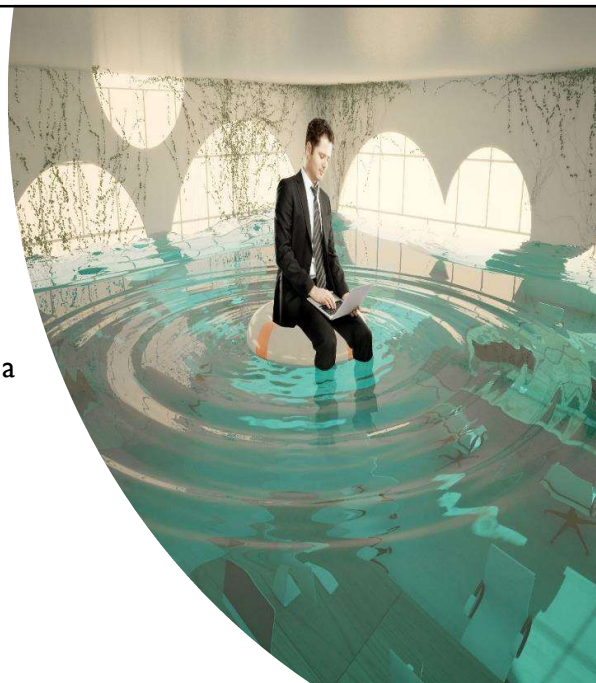
Elements of Risk

What are the **threats**?

What are the **vulnerabilities**?

What is the **likelihood** of a threat exploiting a vulnerability?

What would be the **impact** of this to your business?



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What are you protecting?

To practice cybersecurity risk management, you can start with these steps:

1. Identify your business' assets
2. Identify the value of these assets
3. Document the impact to your business of loss or damage to the assets
4. Identify likelihood of loss or harm
5. Prioritize your mitigation activities accordingly



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I. Identify Your Business Assets

List the types of information, processes, important people and technology your business relies upon

Customer info

Key employees

Banking info

Manufacturing Process

Proprietary technology

Also consider critical business processes like sales and budgeting.

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I. Identify Your Business Assets on the Worksheet (cont.)

- In column I of the worksheet, list the assets (e.g., information, people, processes, or technology) that are most important to your business
- Add more rows, if needed

Asset
Patient health information
Devices storing patient information (laptops, server in closet, mobile devices)
Processing patient claims to insurance
Receiving payments from insurance and patients
3 rd party email provider

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2. Identify the Value of the Assets

Go through each asset type you identified and ask these questions:

- What would happen to my business if this asset was made public?
- What would happen to my business if this asset was damaged or inaccurate?
- What would happen to my business if I/my customers couldn't access this asset?

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2. Identify the Asset Values on the Worksheet (cont.)

- Pick an asset value scale that works for you (e.g., low, medium, high or a numerical range like 1-5)

Asset	Value of the Asset
Patient health information	High, due to regulations
Devices storing patient information (laptops, server in closet, mobile devices)	Medium
Processing patient claims to insurance	High
Receiving payments from insurance and patients	High
3 rd party email provider	Medium

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3. Document the Impact to your Business of Loss/Damage to the Assets

- Consider the impact to your business if each asset were lost, damaged, or reduced in value (e.g., intellectual property revealed to competitors)
- This impact may differ from the asset value determined in step 2.

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3. Document the Impact to your Business of Loss/Damage to the Assets (cont.)

- Pick an impact value scale that works for you (e.g., low, medium, high)
- Consider if any business processes have manual backup methods

Asset	Value of the Asset	Impact of Loss/Damage to the Asset
Patient health information	High, due to regulations	High
Devices storing patient information (laptops, server in closet, mobile devices)	Medium	High
Processing patient claims to insurance	High	Medium (can institute manual processes temporarily)
Receiving payments from insurance and patients	High	High
3 rd party email provider	Medium	Medium

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4. Identify likelihood of loss or damage to the asset

- List the threats to each business asset
- Evaluate the likelihood that the asset may be lost or damaged by the threat(s)



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4. Identify likelihood of loss or damage to the asset (cont.)

Asset	Value of the Asset	Impact of Loss/ Damage to the Asset	Threats to the Asset	Likelihood of Loss/Damage to the Asset
Patient health information	High, due to regulations	High	Hackers, ransomware	Medium
Devices storing patient information (laptops, server in closet, mobile devices)	Medium	High	Thieves, malware, phishing	Low
Processing patient claims to insurance	High	Medium (can institute manual processes temporarily)	Denial of service, hackers	Low
Receiving payments from insurance and patients	High	High	Denial of service, hackers	Low
3 rd party email provider	Medium	Medium	Phishing, malware	Medium

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5. Identify Priorities and Potential Solutions

- Compare your impact and likelihood scores. Assets with high impact and/or likelihood scores should be assigned top priorities.
- Identify your priorities.
- Identify potential solutions.
- Develop a plan, including funding, to implement the solutions.

Sample Priority Structure

High: Implement immediate resolution.

Medium: Schedule a resolution.

Low: Schedule a resolution.

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5. Prioritize Assets - Risk Matrix

IMPACT	High	Medium	High	High
	Medium	Low	Medium	High
	Low	Low	Low	Medium
		Low	Medium	High
		LIKELIHOOD		

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5. Prioritize Asset Protection

Asset	Value of the Asset	Impact of Loss/ Damage to the Asset	Threats to the Asset	Likelihood of Loss/Damage to the Asset	Prioritization of Protection to the Asset
Patient health information	High, due to regulations	High	Hackers, ransomware	Medium	High
Devices storing patient information (laptops, server in closet, mobile devices)	Medium	High	Thieves, malware, phishing	Low	Low
Processing patient claims to insurance	High	Medium (can institute manual processes temporarily)	Denial of service, hackers	Low	Low
Receiving payments from insurance and patients	High	High	Denial of service, hackers	Low	Low
3 rd party email provider	Medium	Medium	Phishing, malware	Medium	Medium

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NIST Cybersecurity Framework ("Framework for Improving Critical Infrastructure Cybersecurity")

Provides a continuous
process for
cybersecurity risk
management

For organizations of any
size, in any sector, whether
they have a cyber risk
management program
already or not

Has proven useful to a
variety of audiences

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Cybersecurity Framework Functions



Credit: N. Hanacek/NIST

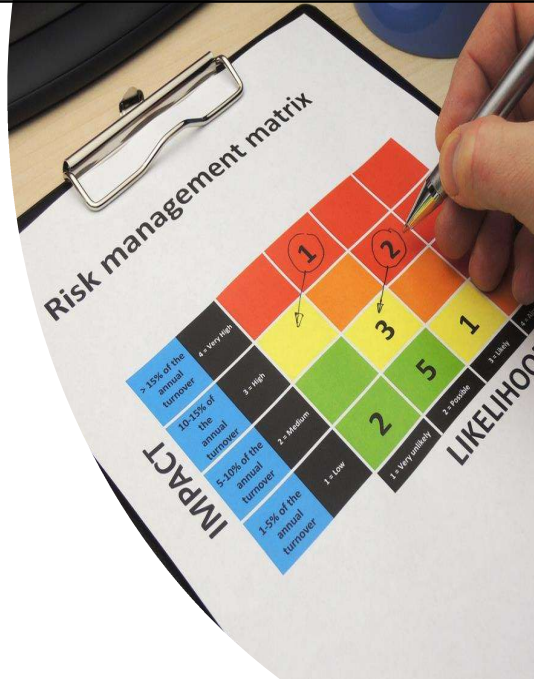
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Identify

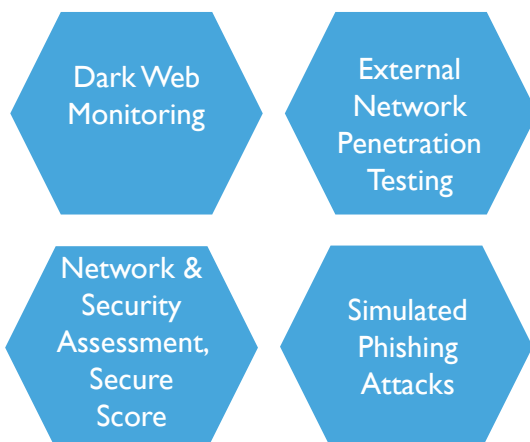
Develop organizational understanding to manage cybersecurity risk to systems, assets, data, and capabilities.



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Sample Identify Activities



- Identify critical business processes
- Document Information flows
- Establish policies for cybersecurity that includes roles and responsibilities
- Maintain hardware and software inventory
- Identify contracts with external partners
- Identify Risk Management processes

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Protect

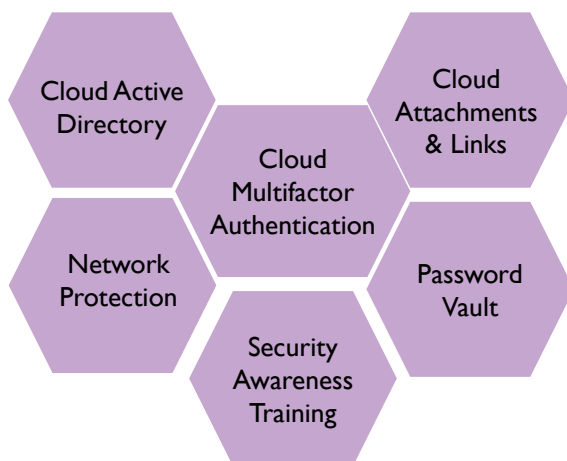
Develop and implement the appropriate safeguards to ensure delivery of services.



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Sample Protect Activities



- Manage access to assets and information
- Conduct regular backups
- Protect sensitive data
- Patch operating systems and applications
- Create response and recovery plans
- Protect your network
- Train your employees

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Detect

Develop and implement the appropriate activities to **identify the occurrence of a cybersecurity event.**



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Sample Detect Activities



Application
Protection (P,
D, R)

Computer
Protection (P,
D, R)

- Install and update anti-virus and other malware detection software
- Know what are expected data flows for your business
- Maintain and monitor logs

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Respond

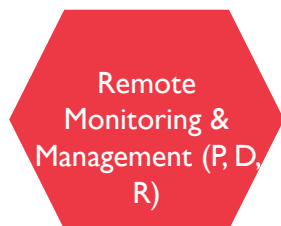
Develop and implement the appropriate activities to **take action regarding a detected cybersecurity event.**



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Sample Respond Activities



- Coordinate with internal and external stakeholders
- Ensure response plans are tested
- Ensure response plans are updated

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Recover

Develop and implement the appropriate activities to maintain plans for **resilience and to restore any capabilities or services** that were impaired due to a cybersecurity event.



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Sample Recover Activities



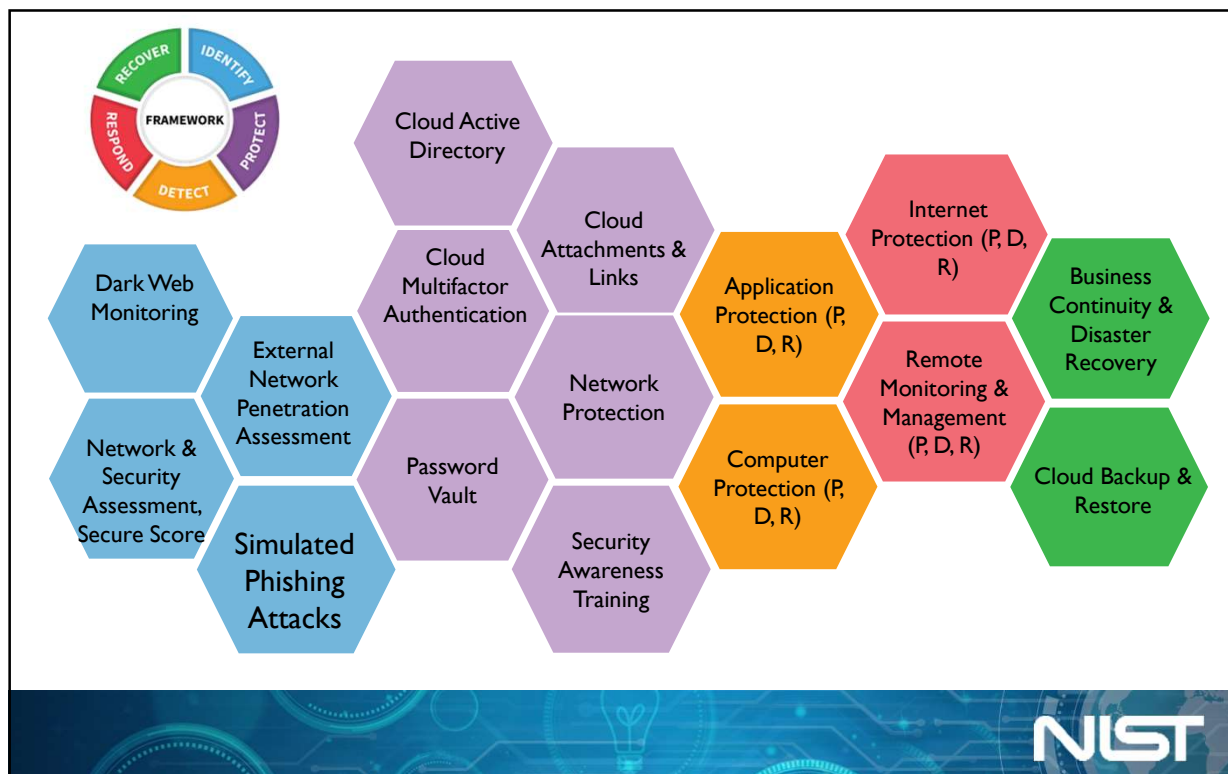
Business
Continuity &
Disaster
Recovery

Cloud Backup &
Restore


- Manage public relations and company reputation
- Communicate with internal and external stakeholders
- Ensure recovery plans are updated
- Consider cyber insurance

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Everyday Tips

- Be careful of email attachments, web links and voice calls from unknown numbers.
- Do not click on a link or open an attachment that you were not expecting.
- Use separate personal and business computers, mobile devices, and accounts.
- Use multi-factor authentication where offered.
- Do not download software from an unknown web page.
- Never give out your username or password.
- Consider using a password management application to store your passwords for you.

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NIST Cybersecurity Assessment (Annual)

- **Phase I** You answer the questions (100+) that you can yes or no.
- **Phase II** We help you answer the questions that you don't know/understand yes or no.
- **Phase III** We assign cost, impact, likelihood, and risk to questions answered no.
- **Phase IV** We design quarterly plan to change no's to yes's based on cost, impact, likelihood, and risk.

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NIST Cybersecurity Assessment

\$1,000

Cybercon IX Promotion
Good Through May 31st!

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More Information

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FCC & Perfect Storm



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