

IT Security and users awareness

Questions and thoughts

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The threat

- The number of companies (public or private) hit by cyber-attacks has surged these last 2 years or so
- The impact those been hit has been huge : data ciphered, ransom demanded for recovery, blackmailing with stolen sensitive data, activities stopped for several weeks with staff off work, loss of large amounts of money, disruption of essential services (hospitals)
- There exist a « crime industry » very well organized
- Better try to avoid an intrusion than having to deal with it !
- Very often, the entry point is a compromised desktop combining some kind of vulnerability and an action of the user

What can we do ?

- Patch vulnerabilities ASAP
- Backup data (3,2,1 rule)
- Be ready ?
- [...]
- Improve users IT security awareness

How to improve security awareness for users ?

- Phishing is one of the techniques used by pirates but recent « test » campaigns have proven that there seems to exist a baseline with over 10 % of users still clicking on links or opening attached documents :-(
- Mandatory IT security training (like at CERN)
- The rôle of permanent staff in welcoming and briefing the newcomers
- Encourage users to share and report all social engineering attempts that they receive, communicate on that ? (The IT staff may get fed-up but it is worth to kindly welcome all raised alarms)
- Blocking access to sites known for distributing malware
- Let's share ideas, experience,...Thank you !