Shopping Safely Online and the Work of Cybersecurity Awareness and Behavior Change

December 18, 2019
Introducing a new website!

...to help provide information and resources on consulting and implementing a national-focused resource that categorizes and describes cybersecurity work.

nist.gov/nice/framework
Review and Updates to the NICE Cybersecurity Workforce Framework

We're seeking input on updates to the NICE Cybersecurity Workforce Framework

Improvements to the NICE Framework

Awareness, Applications, and Uses of the NICE Framework

The public is invited to provide input by January 13, 2020.

nist.gov/nice/framework
Timeline for Review and Updates to NICE Framework

**Engagement with Key Stakeholders**
Pre-November 2019

**Announcement of Request for Comments**
November 2019

**Webinar to Describe Process and Request for Comments**
December 2019

**Adjudicate Comments Received**
January-February 2020

**First Draft of Changes for Comments**
June 2020

**Request for Comments Deadline**
January 2020

**Consultative Process**
March-May 2020

**Updates to Tasks, Knowledge, Skills, and Abilities**
November 2019-2021

**Final Draft of Changes**
November 2020
Shopping Safely Online - Human Security Career

https://sans.org/security-awareness
Your Speaker – Lance Spitzner

- Director, SANS Security Awareness
- Twenty years security professional
- Prior life as a tank officer
Agenda

• Securely Shopping
• Human Security as a Career
The Problem

cyber attack f
Tis The Season

• Bad guys know this is the time of year people go online to find the perfect deal
• Bad guys setup dodgy websites or accounts that take your money and
  • Steal / resell your credit card and information
  • Never ship your item or ship counterfeit or stolen items
What NOT to Do

Google search for "cheap Louboutin shoes"
cheap christian louboutin, cheap louboutin shoes, louboutin shoes ...

www.biostation.info/

cheap christian louboutin, Christian Louboutin Manovra Flats Sandals Black, Christian Louboutin Mignons 140mm Sandals Parme, christian louboutin studded ...
FEATURED PRODUCTS

Christian Louboutin Altadama 140mm Peep Toe Pumps Black
$298.00 - $99.00
Save: 67% off

Christian Louboutin Altadama 140mm Peep Toe Pumps Nude
$312.00 - $99.00
Save: 68% off

Christian Louboutin Bianca 120mm Platforms Black
$278.00 - $95.00
Save: 66% off

Christian Louboutin Bianca 140mm Platforms Black
$312.00 - $95.00
Save: 70% off
Dear, due to the recent strict control of bank transactions on the Internet, please give priority to visa card payment. If the visa card payment is not successful, you can change the mastercard to pay again!

Dear customer, if you have any questions, please contact our customer service. E-mail: sell2015aaron@gmail.com

All inquiries are answered within 1 to 12 Hours. If you have not heard from us, please check your Spam Folder or Junk folder.
5. Why is my payment declined?

a. Check the information you filled in while paying.
b. Check whether there is enough money in your card.
c. Cards with low credits will be declined.
d. Using wrong card which we can not accept.
e. Your order's transaction is more than $974 (Minimum/Maximum transaction: $3 / $ 970)
f. If all the info you put in is correct, the most impossible reason is that your credit card company or your bank doesn't authorize this transaction yet. This is overseas transaction, you need to try several times or may call your credit card company or bank to make them authorize this transaction.

6. What to do after my declined payment?

a. Try several times to check out or contact your bank to process your next order, and try it again.
b. Change another card to pay.
c. Contact us to send payment via other methods such as Moneygram or western union.
What To Do?

• Be sure you are purchasing items from a website you trust. Safest is to use sites you or your family / friends have used in the past and know are good.
• Buying something online from a site you never heard of to save $5 bucks is quickest path to pain.
What to Look For

• Verify website has legitimate mailing address, email and phone number. Call number to confirm.
• Be very suspicious if website appears to be exact replica of well-known sites you have used before
• Grammar or spelling mistakes in site
• Check site’s name in Google for feedback
Zappos.com Official Site
www.zappos.com/
Rating for zappos.com: 4.9 - Average delivery time: 1–2 days

Women's Shoes
Huge Selection of Women's Shoes.
Free Shipping & 365 Day Returns!

Men's Shoes
Fast & Free Shipping on Men's Shoes
Huge Selection & Free Returns!

Zappos.com: Shoes, Sneakers, Boots, & Clothing + FREE SHIPPING
https://www.zappos.com/
GET FREE SHIPPING & RETURNS! We have 1000s of styles of shoes & Zappos legendary 365-day return policy + 24/7 friendly customer service.

Search zappos.com

Zappos
Online retail company

Zappos.com is an online shoe and clothing retailer based in Las Vegas, Nevada. The company was founded in 1999 by Nick Swinmurn and launched under the domain name Shoessite.com. In July 2009, Amazon announced that it would acquire Zappos in an all-stock deal worth around $1.2 billion. Wikipedia

Customer service: 1 (800) 927-7671
CEO: Tony Hsieh (1999–)
Parent organization: Amazon.com
Headquarters: Las Vegas, NV
Founder: Nick Swinmurn
Subsidiary: 6pm
Third Party Sellers

• Some trusted websites have multiple third-party sellers (Amazon)
• Check each seller’s reputation, read comments
• Be wary of new sellers or extremely cheap
• What is the return policy?
Credit Card / Bank Accounts

• Use credit cards, not debit cards or wire transfer
• Review your credit card statements and have automated alerts for purchases
• Consider gift cards or PayPal as you do not give your credit card number
• Detected credit card fraud? Call your bank right away!
Q & A
Career in Human Security
Security Awareness & Culture

- There is an entirely new field dedicated to the human side of cybersecurity.
- Role is to secure the Human Operating System
- Audience is entire workforce
- Focus on changing behaviors / culture, not skills.
Technology versus Human Investment

Resources

Laptop

Human
Time Spent on Awareness

TIME SPENT MANAGING SECURITY AWARENESS

Amount of time dedicated to awareness programs vs. Percentage of Respondents

- 1 - 25%: Majority
- 20 - 50%
- 51 - 75%
- 76 - 99%
- 100%
Typical Background

WORK EXPERIENCE OF AWARENESS PROFESSIONALS

- Communications / PR
- Human Resources
- Information Security
- Information Technology
- Legal / Audit / Compliance
- Marketing / Graphic Design
- Internal Organizational Training
- Physical Security
- Software Development
- Other

Frequency
Security Awareness Titles

Security Awareness Position Titles

81 Security Staff
22 Security Manager/Director
116 InfoSec Manager/Director
48 CISO
44 Awareness & Training Manager/Director

134 InfoSec Staff
70 IT Manager/Director
28 Awareness & Training staff
22 Network Administrator

57 IT Staff
Security Awareness Manager

- Strong soft skills (marketing, communications)
- Works with and engages people
- Focus is on behavior / culture change
- Field of organizational change
<table>
<thead>
<tr>
<th>Work Role Name</th>
<th>Security Awareness &amp; Communications Officer</th>
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<tbody>
<tr>
<td>Work Role ID</td>
<td>OV-TEA-003</td>
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<tr>
<td>Specialty Area</td>
<td>Training, Education and Awareness (TEA)</td>
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<td>Category</td>
<td>Oversee and Govern (OV)</td>
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<tr>
<td>Work Role Description</td>
<td>Builds, maintains and measures the organizations security awareness and communications program with the goal of securing the workforce's behaviors and ultimately creating a secure culture.</td>
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<tr>
<td>Skills</td>
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Career Path

sans.org/ssa-careerdev
Monthly OUCH Security Newsletter

sans.org/ouch
Q & A
Thank You for Joining Us!

Upcoming Webinar: “Learning Cybersecurity Principles for the Practice of Information Security”

When: Wednesday, January 29, 2020 at 2:00pm EST

Register: https://nist-nice.adobeconnect.com/webinarjan2020/event/registration.html

nist.gov/nice/webinars