

BA: First Line of Defense Against A Security Breach

PROJECTWORLD^{*}

BUSINESS ANALYST  **WORLD**

MAY 9 - 12, 2016 | TORONTO | METRO TORONTO CONVENTION CENTRE

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Disclaimers

- **Unless otherwise noted, all examples are from the Verizon “2015 Data Breach Investigations Report”.**
- **The content in this presentation and discussion are THE SOLE RESPONSIBILITY OF HANS ECKMAN, and does not express the views SunTrust Bank.**
- **This presentation contains NO SunTrust Bank information, examples, policies or approaches.**

Welcome

- **This session is for you, so please participate.**
- **This is a high level introduction to general security terms and topics that business analysts should consider during a project.**
- **No animals were harmed during the creation of this presentation. Please support your local rescue groups.**



Why is the BA the First Line of Defense?

- **Requirements are the first opportunity to protect against errors and data breaches.**
- **Early discussions can save countless hours of rework.**
- **The BA must be the advocate for access control, data integrity and security, as well as for the business needs.**
- **Security and Fraud Prevention are important business needs.**

Data Breach Hall of Fame – Tom's Guide Top 10

1. **Heartland Payment Systems**, 2008-2009: 130 million
2. **Target Stores**, 2013: 110 million
3. **Sony online entertainment services**, 2011: 102 million
4. **National Archive and Records Administration**, 2008: 76 million
5. **Anthem**, 2015: 69 to 80 million
6. **Epsilon**, 2011: 60 to 250 million
7. **Home Depot**, 2014: 56 million payment cards
8. **Evernote**, 2013: More than 50 million
9. **Living Social**, 2013: More than 50 million
10. **TJX Companies Inc.**, 2006-2007: At least 46 million

➤ **Honorable mention: Sony Pictures Entertainment**, 2014:
Company's inner workings completely exposed

Source: <http://www.tomsguide.com/us/biggest-data-breaches,news-19083.html>

Data Breach Story - Target

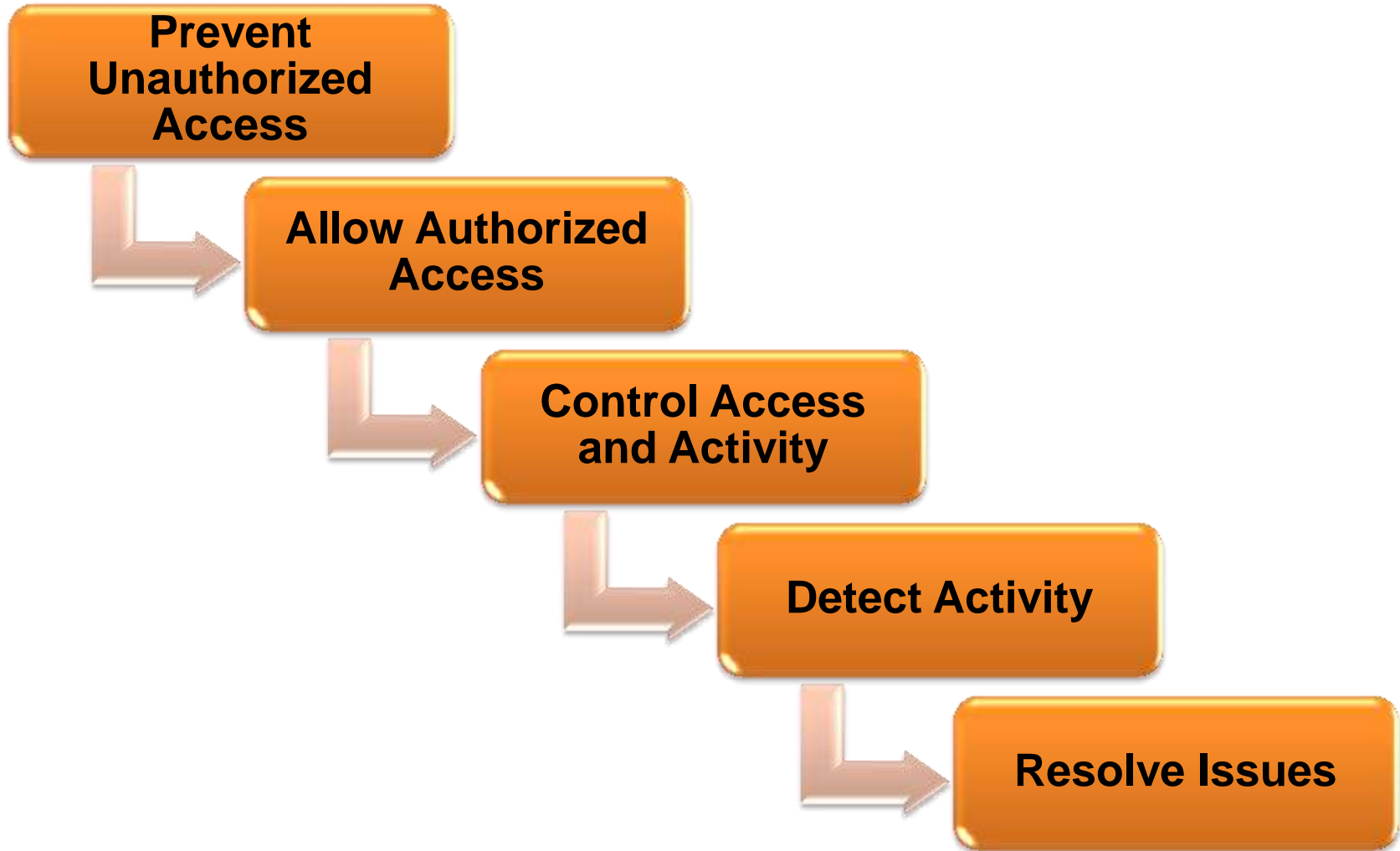
- **November 27 to December 18 2013**
[Delayed discovery]
- **Phishing email installed Citadel (Zeus variant) in Fazio Mechanical (refrigeration contractor) computers.**
[Phishing, Inadequate Anti-virus]
- **Hackers used Fazio Mechanical's login to gain access through the Target's Ariba supplier portal.**
[Single Factor Authentication]
- **Hackers exploited vulnerabilities in Windows servers.**
[SQL injection attack]
- **Trojan.POSRAM used to copy credit/debit card from RAM on Target's POS system.**
- **\$252 million cost to date**

Source: <http://www.zdnet.com/article/anatomy-of-the-target-data-breach-missed-opportunities-and-lessons-learned/>

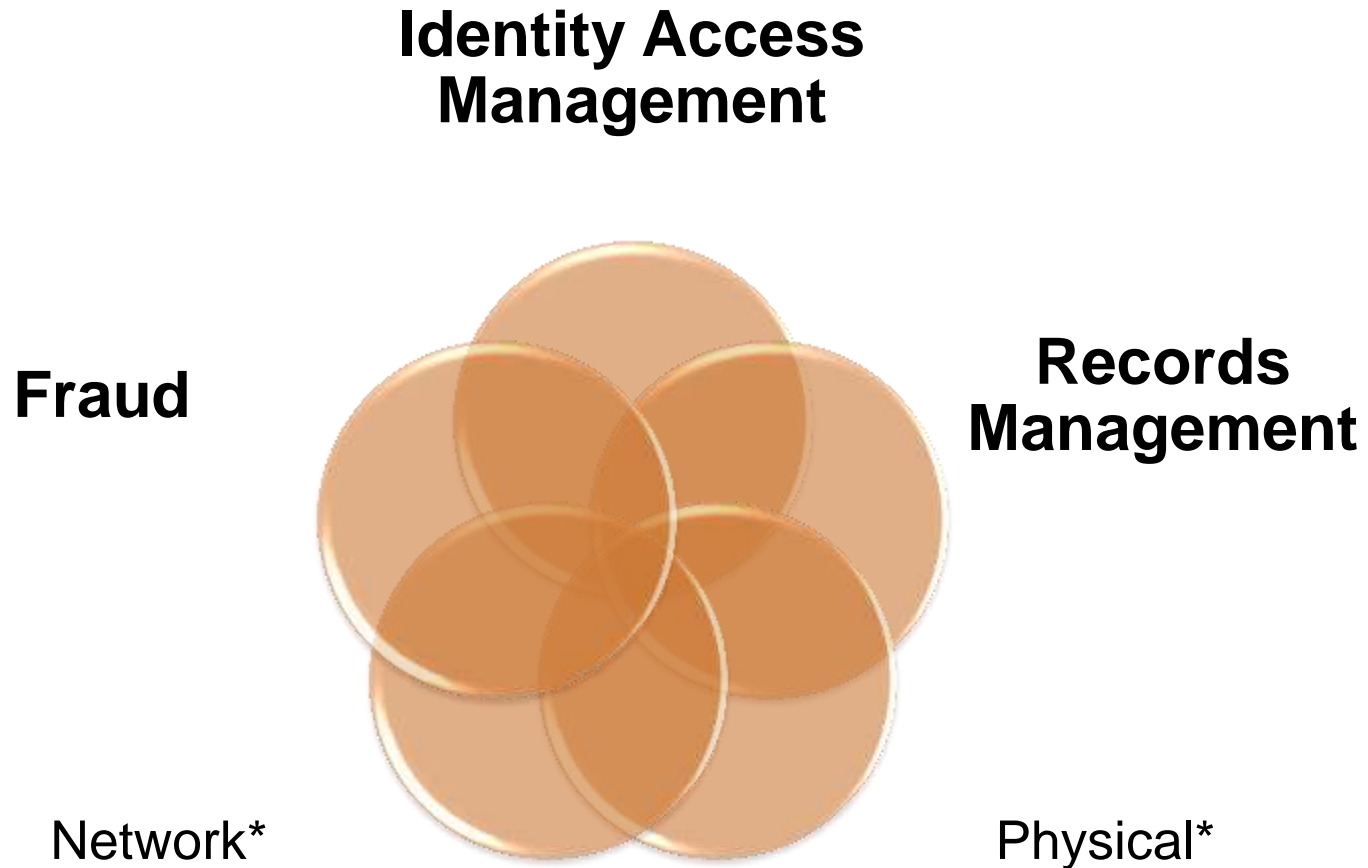
What Happens When You Don't Take Action

- **On average, 80% of breaches are from external.**
- **23% of recipients now open phishing messages and 11% click on attachments. Nearly 50% open emails and click on phishing links within the first hour.**
- **99.9% of the exploited vulnerabilities were compromised more than a year after the CVE (Common Vulnerabilities and Exposures) was published.**
- **0.03% of all mobile devices are compromised each day.**
- **The forecasted average loss for a breach of 1,000 records is between \$52,000 and \$87,000.**
- **55% of internal incidents were privilege abuse.**
- **Loss due to errors:**
 - **30% Sensitive information reaching incorrect recipients**
 - **17% Publishing nonpublic data to public web servers**
 - **12% Insecure disposal of personal and medical data**

Tiers of Security



Security Landscape



*Network and physical security are not typical requirements in software projects.

Identity Access Management (IAM)



Identity

- **Course grain entitlements**
- **Authentication method**
 - **Challenge response**
 - **Adaptive**

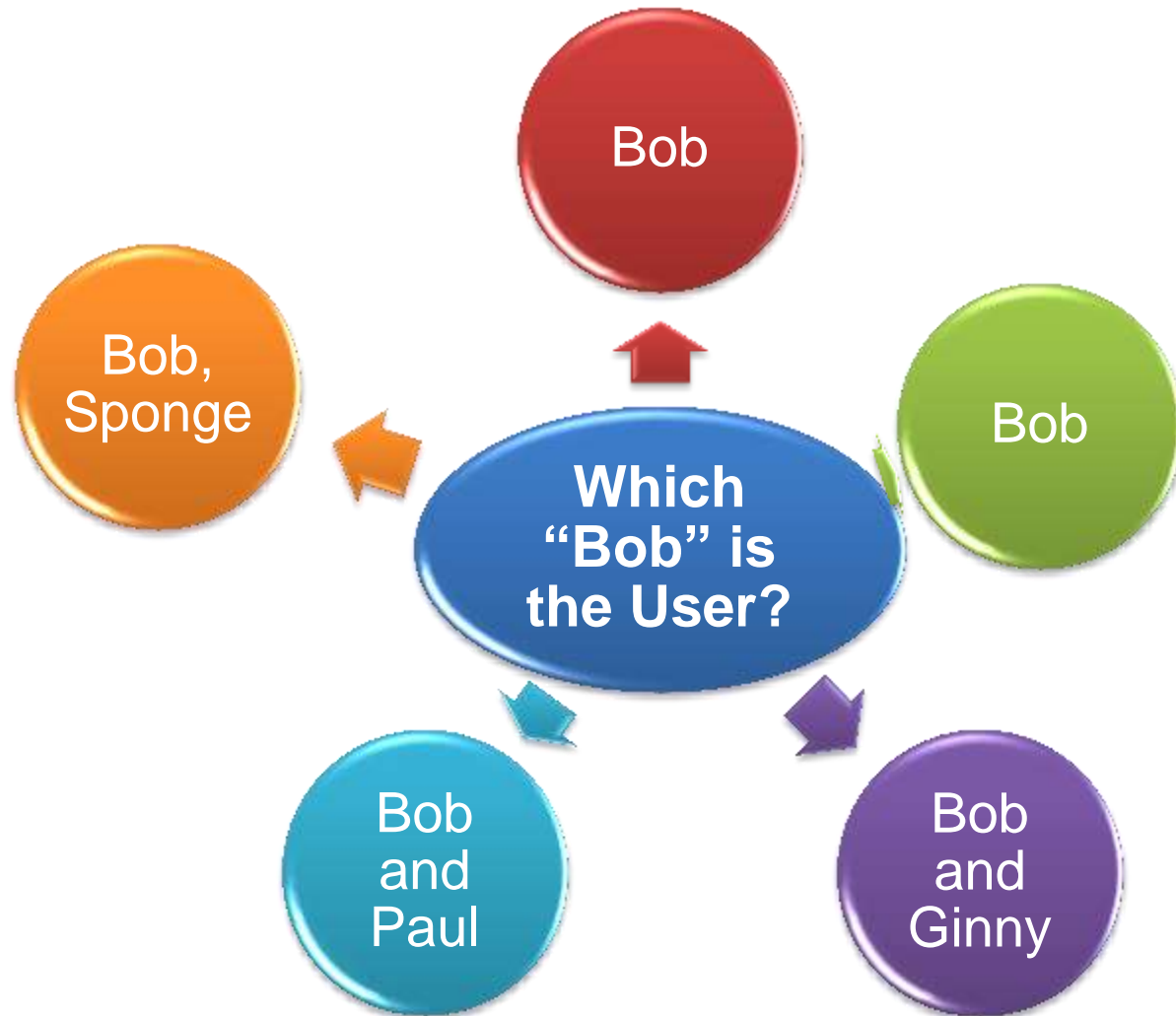
Access

- **Fine grain entitlements**
- **Where to manage**
 - **Centralized: shared repository**
 - **Distributed: within each application**

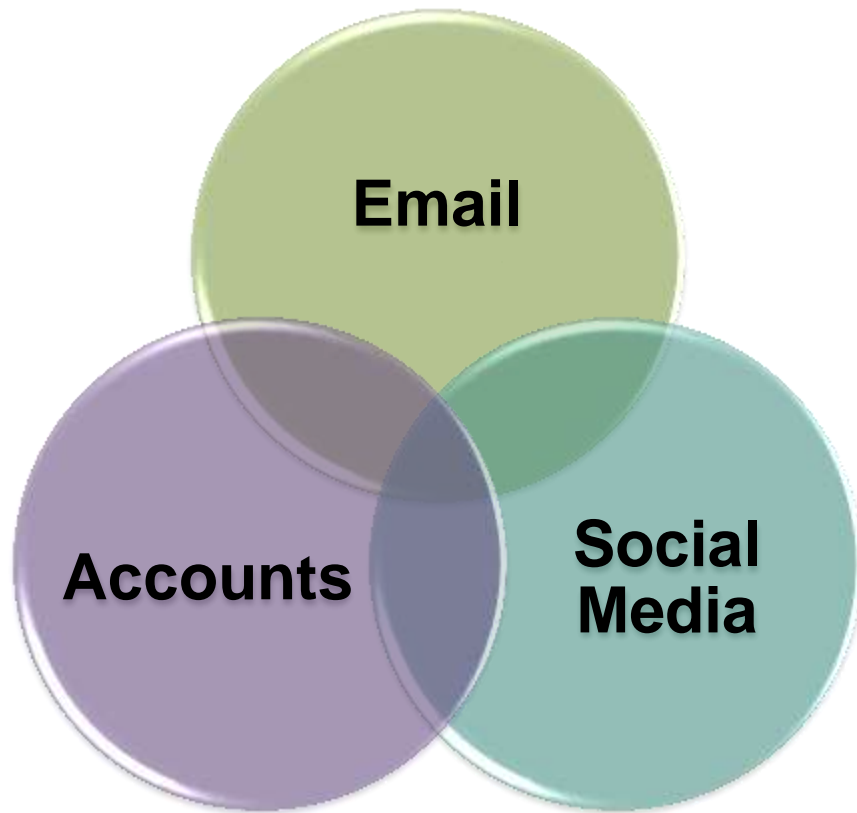
Understanding Adaptive Authentication

- **Risk based approach**
 - **Step-up authentication**
- **Multifactor examples**
 - **IP blocking: restrict access by provider and/or network**
 - **Location: Geo-blocking, Geo-profiling**
 - **Trusted device**
 - **Biometric: prints, facial, shake**
 - **Token: Time-based key**
 - **Temporary key: SMS, email, phone**
 - **User defined factor (e.g. account image, nicknames)**
 - **CAPTCHA**
- **Third party identity**

IAM – Mapping Identities



IAM – Password Risks



2014 Common Passwords:

- | | |
|--------------|--------------|
| 1. 123456 | 14. abc123 |
| 2. password | 15. 111111 |
| 3. 12345 | 16. mustang |
| 4. 12345678 | 17. access |
| 5. qwerty | 18. shadow |
| 6. 123456789 | 19. master |
| 7. 1234 | 20. michael |
| 8. baseball | 21. superman |
| 9. dragon | 22. 696969 |
| 10. football | 23. 123123 |
| 11. 1234567 | 24. batman |
| 12. monkey | 25. trustno1 |
| 13. letmein | |

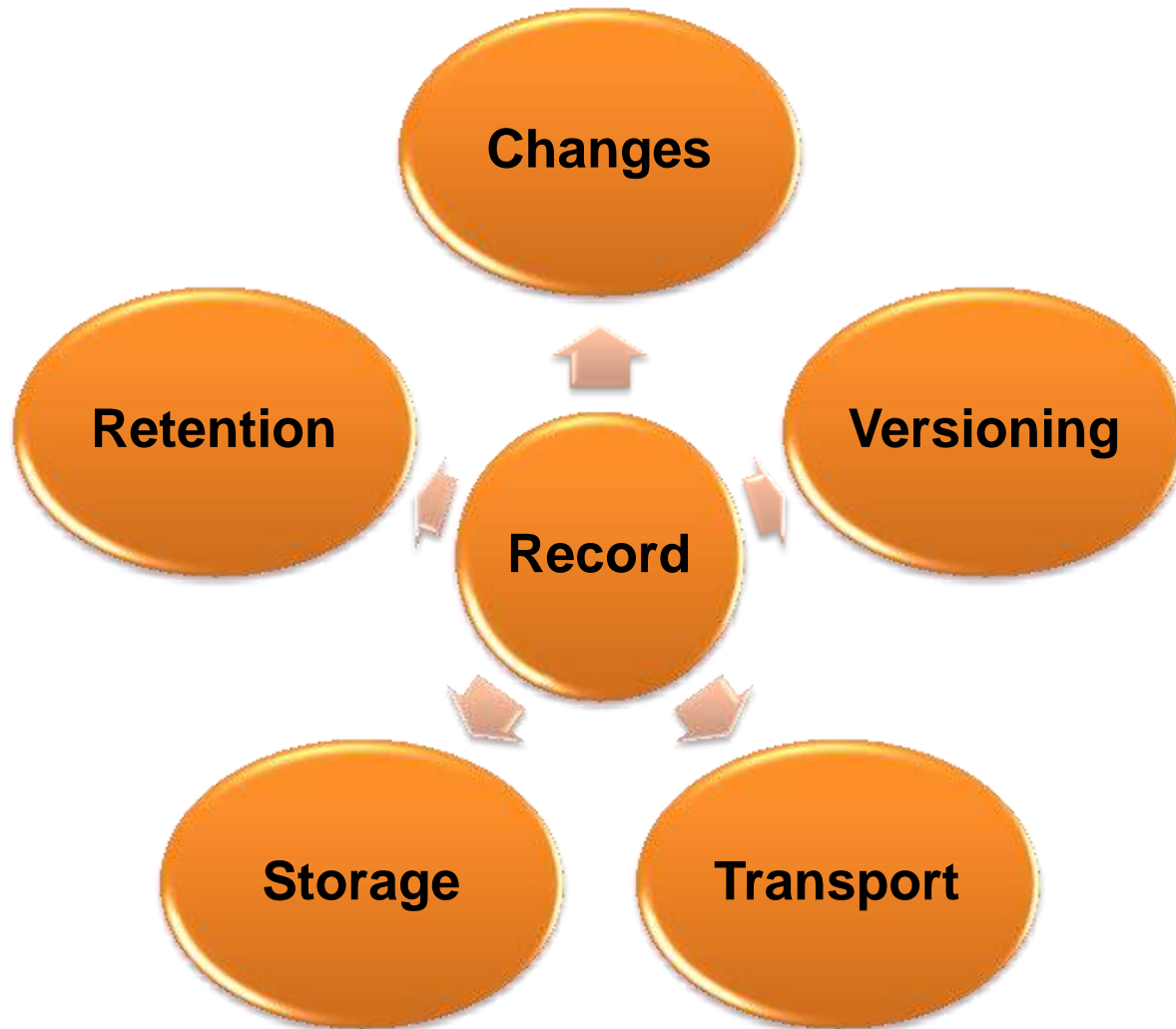
Source: <http://gizmodo.com/the-25-most-popular-passwords-of-2014-were-all-doomed-1680596951>

IAM – Entitlement Requirements

- **Unclear entitlements**
 - **What can a user actually View/Modify/Delete?**
 - **Embedded groups/inherited permissions**
 - **Assumed requirements or constraints that aren't adequately documented**
- **Segregation of Duties (SOD)**
- **Least Privileged Access**

- ***The top action (55% of incidents) was privilege abuse***
- ***Financial gain and convenience being the primary motivators (40% of incidents)***

Records Management



Record Management – Key Concerns

➤ Updates and Versioning

- **Tied to fine grain entitlements**
- **Do you care who/how data was changed? Updated?**
- **How will versions be used? Forensic analysis only?**

➤ Encryption

- **Only protects from a breach is outside your system**
- **Should include seeding**
- **Can be bypassed by repetitive data (e.g. password duplication)**

Record Management – Key Concerns

➤ Storage

- **Will the record be used by more than one system? BI applications?**
- **If used outside the system of record, does the record bypass fine grain entitlements?**

➤ Retention

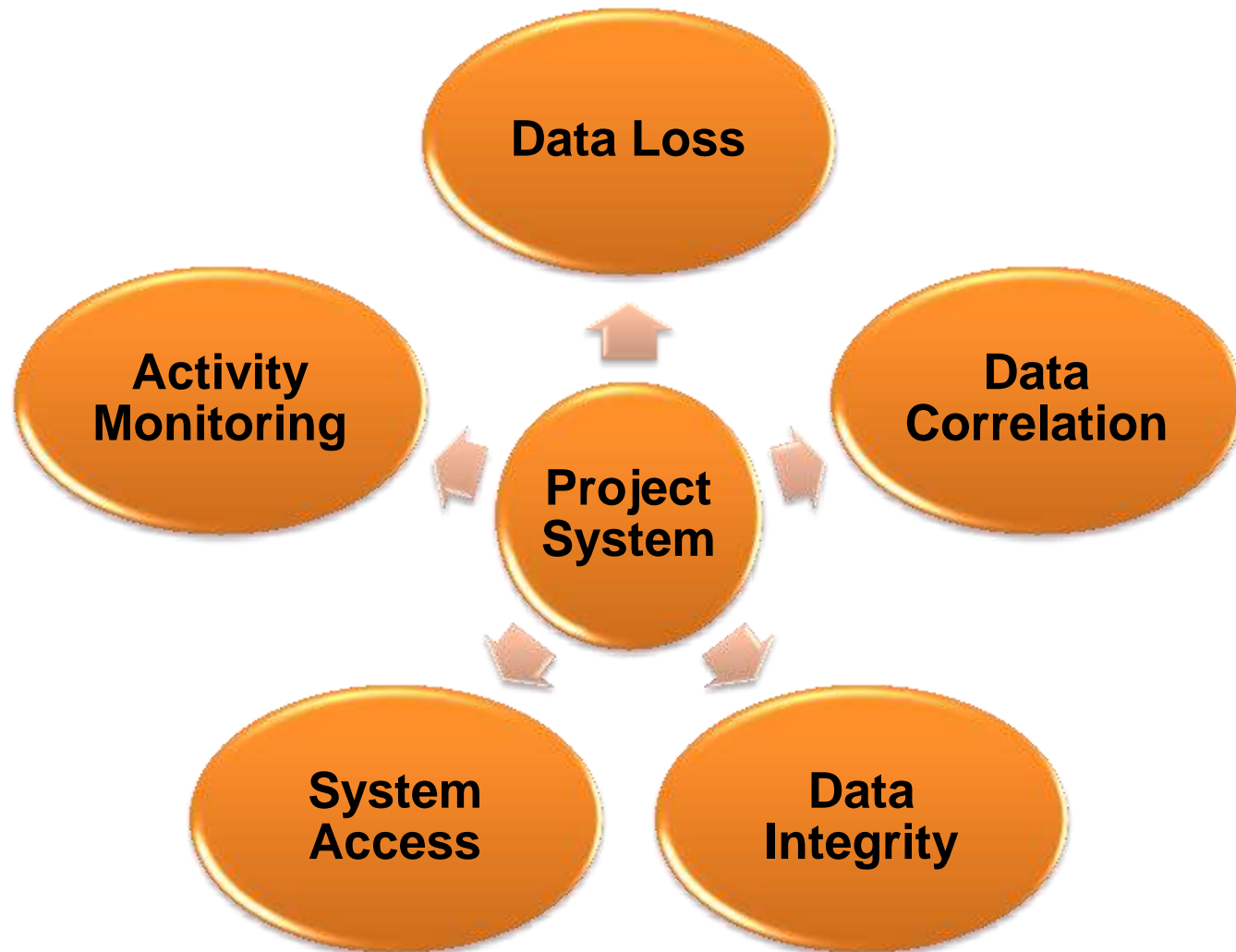
- **Must comply with all corporate, compliance and regulatory requirements.**
- **Keeping records longer than needed can cause more harm than deletion. (discovery)**
- **Must be consistently applied.**

Fraud Management



- **Starts with a change: access, record, config**
- **System or user must be aware of change to determine risk**
- **Validate if change exceeds risk tolerance**
- **If action is required, remediation process must be defined**

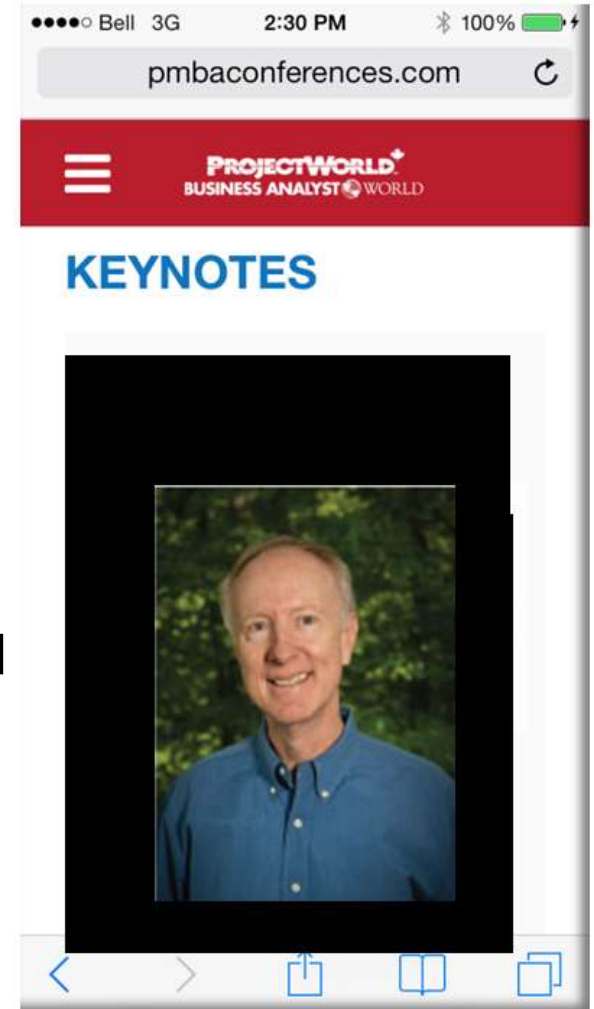
Fraud Analytics



Evaluate Your Sessions

Session evaluations are an important

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Appendix

Verizon “2015 Data Breach Investigations Report”

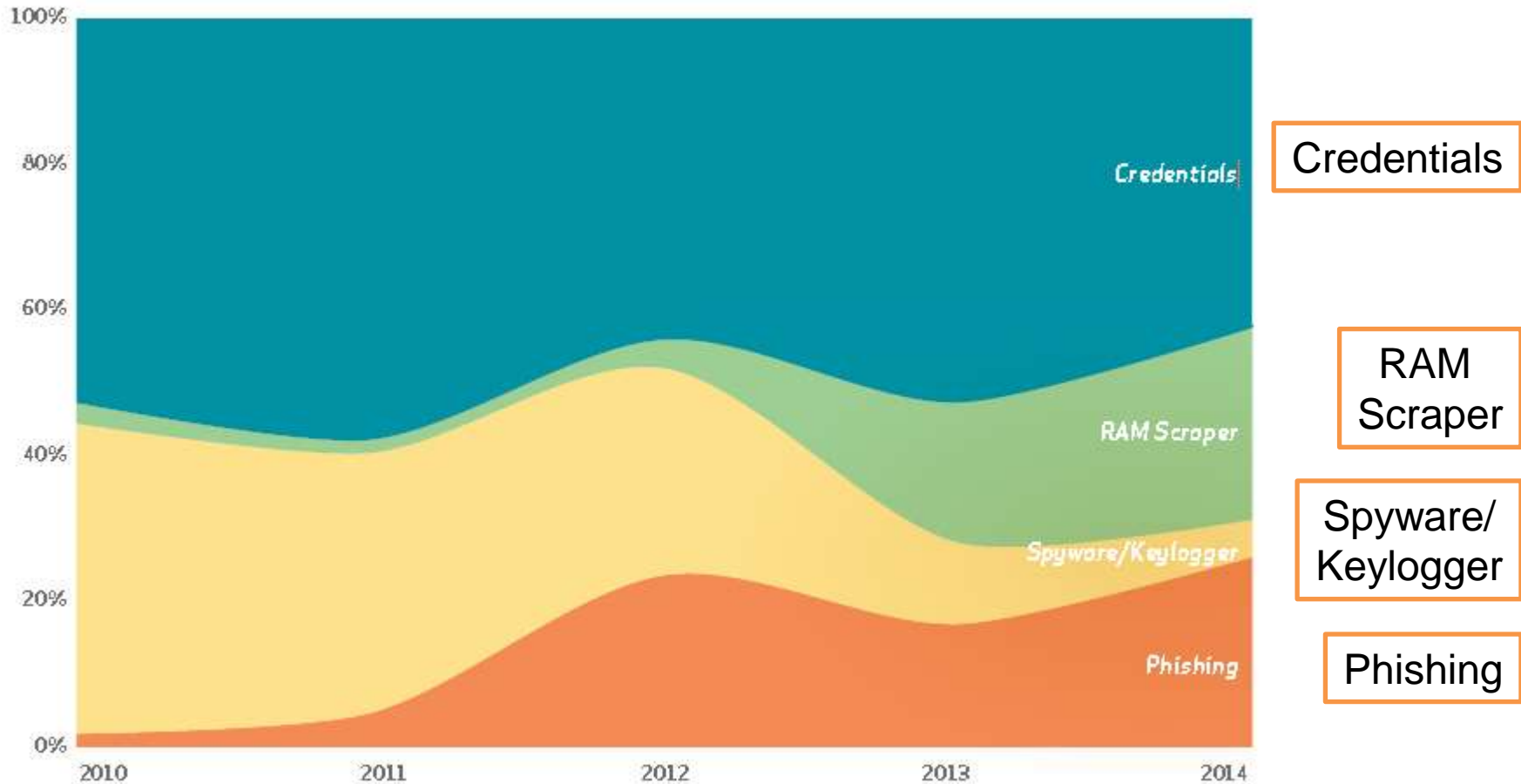
Interesting Facts

Verizon “2015 Data Breach Investigations Report”

~80% of breaches are external.

Source: [Verizon “2015 Data Breach Investigations Report”](#)

Verizon “2015 Data Breach Investigations Report”



Source: [Verizon “2015 Data Breach Investigations Report”](#)

Verizon “2015 Data Breach Investigations Report”

In 60% of cases, attackers are able to compromise an organization within minutes.

Source: [Verizon “2015 Data Breach Investigations Report”](#)

Verizon “2015 Data Breach Investigations Report”

Phishing Attacks

23% of recipients now open phishing messages and 11% click on attachments.

Nearly 50% open emails and click on phishing links within the first hour.

Source: [Verizon “2015 Data Breach Investigations Report”](#)

Verizon “2015 Data Breach Investigations Report”

For two years, more than two-thirds of incidents that comprise the Cyber-Espionage pattern have featured phishing.

Over 9,000 domains and 50,000 phishing URLs tracked each month.

Source: [Verizon “2015 Data Breach Investigations Report”](#)

Verizon “2015 Data Breach Investigations Report”

99.9% of the exploited vulnerabilities were compromised more than a year after the CVE (Common Vulnerabilities and Exposures) was published.

Ten CVEs account for almost 97% of the exploits.

Half of the CVEs exploited in 2014 fell within two weeks.

Source: [Verizon “2015 Data Breach Investigations Report”](#)

Verizon “2015 Data Breach Investigations Report”

Mobile Malware

I got 99 problems and mobile malware isn't even 1% of them.

0.03% out of tens of millions of mobile devices, the number of ones infected with truly malicious exploits was negligible.

Source: [Verizon “2015 Data Breach Investigations Report”](#)

Verizon “2015 Data Breach Investigations Report”

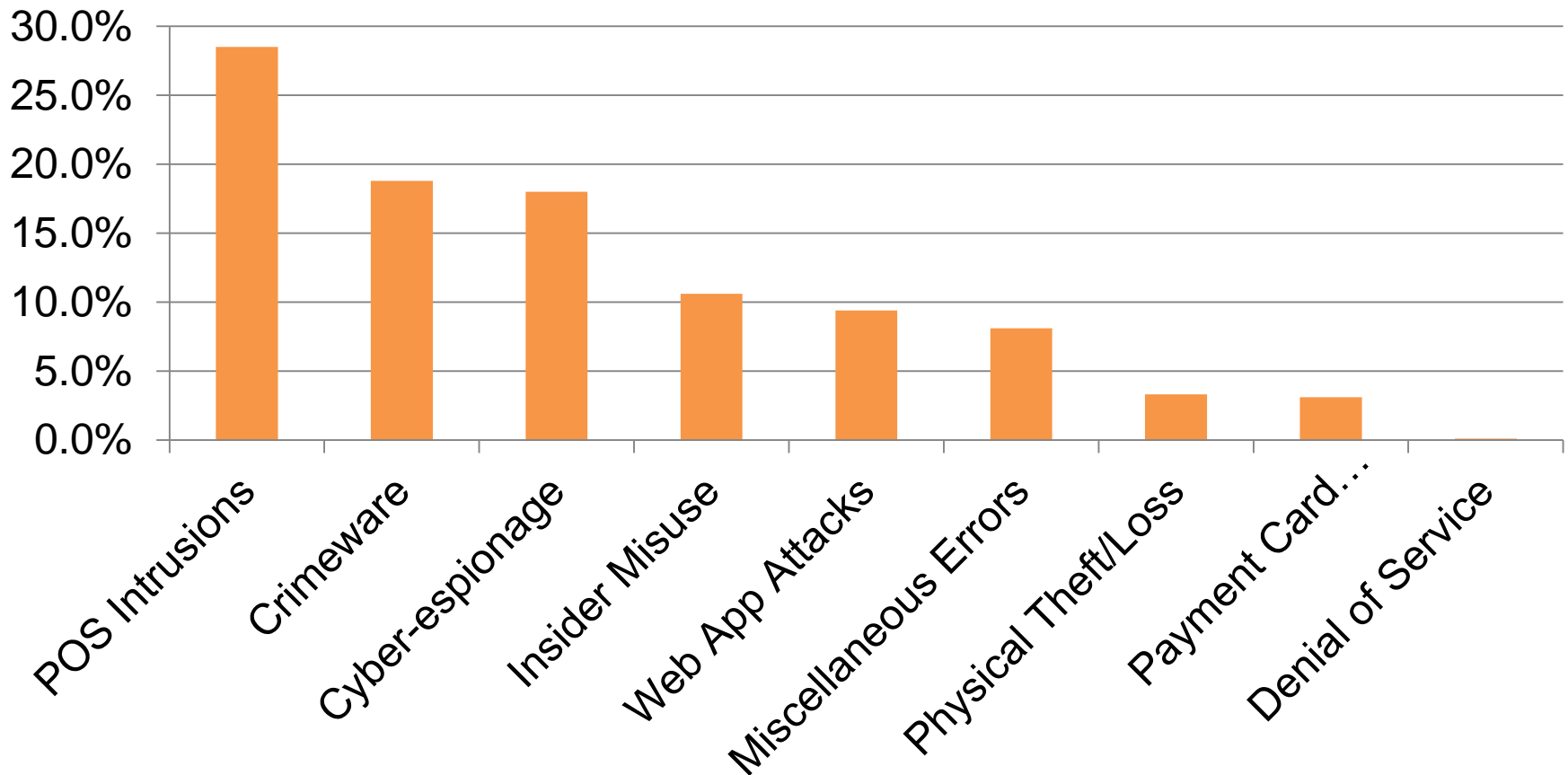
Cost of Data Breaches

The forecast average loss for a breach of 1,000 records is between \$52,000 and \$87,000.

Source: [Verizon “2015 Data Breach Investigations Report”](#)

Verizon “2015 Data Breach Investigations Report”

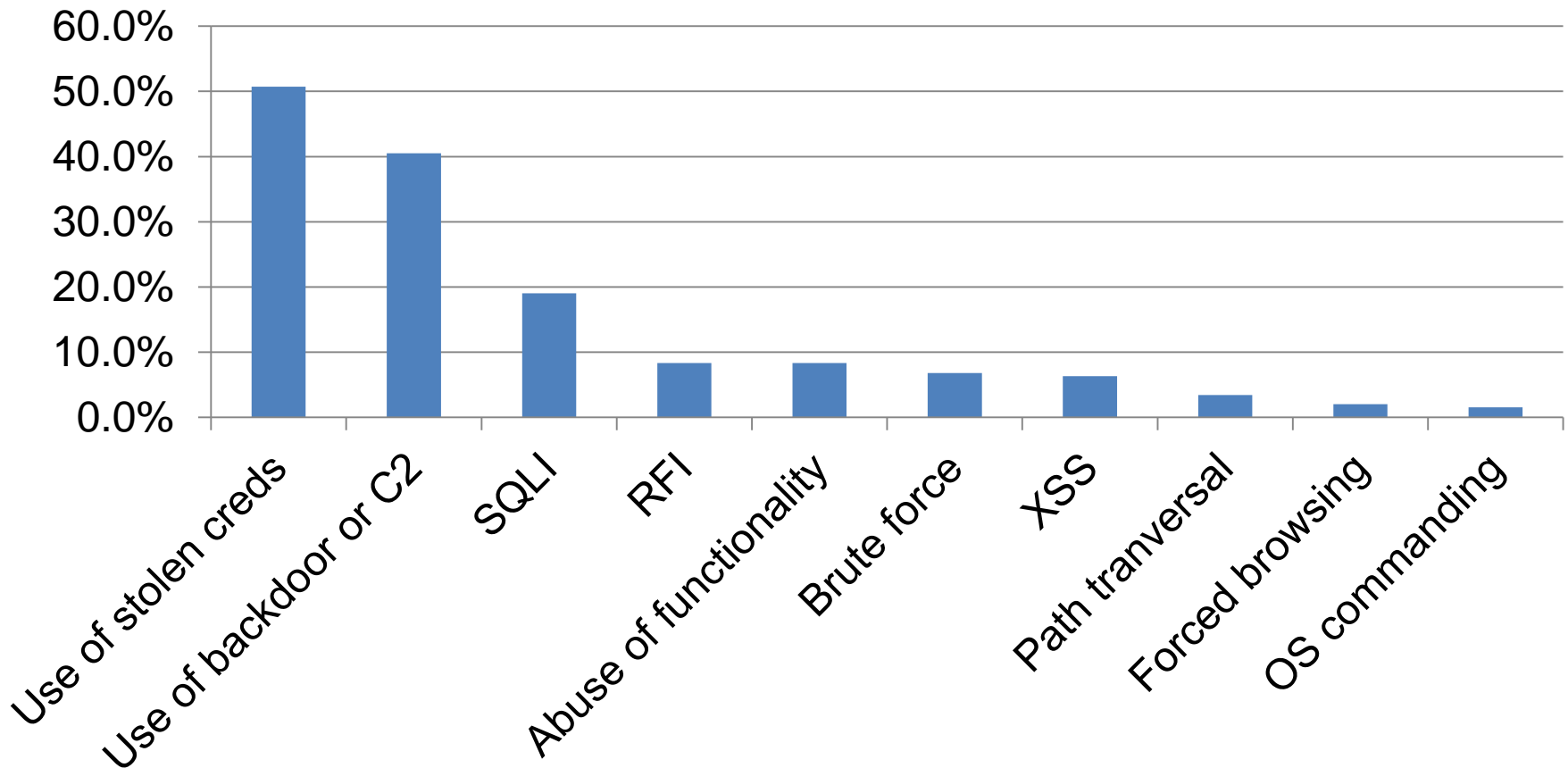
Incident Classification - Confirmed Data Breaches



Source: [Verizon “2015 Data Breach Investigations Report”](#)

Verizon “2015 Data Breach Investigations Report”

Web App Attacks



Source: [Verizon “2015 Data Breach Investigations Report”](#)

Verizon “2015 Data Breach Investigations Report”

Insider Misuse

**The top action (55% of incidents)
was privilege abuse**

**Financial gain and convenience
being the primary motivators
(40% of incidents)**

Source: [Verizon “2015 Data Breach Investigations Report”](#)

Verizon “2015 Data Breach Investigations Report”

Miscellaneous Errors

System administrators were the prime actors in over 60% of incidents.

- **Sensitive information reaching incorrect recipients 30% of incidents**
- **Publishing nonpublic data to public web servers 17% of incidents**
- **Insecure disposal of personal and medical data 12% of incidents**

Source: [Verizon “2015 Data Breach Investigations Report”](#)

Verizon “2015 Data Breach Investigations Report”

JAN: SNAPCHAT

- 4.5 million compromised names and phone numbers

FEB: KICKSTARTER

- 5.6 million victims

MAR: KOREAN TELECOM

- One of the year’s largest breaches affected 12 million customers

APR: HEARTBLEED

- First of three open-source vulnerabilities in 2014

MAY: eBAY

- Database of 145 million customers compromised

JUN: PF CHANG’S

- Most high-profile breach of the month

JUL: ENERGETIC BEAR

- Cyberspying operation targeted the energy industry

AUG: CYBERVOR

- 1.2 billion compromised credentials

SEP: iCloud

- Celebrity accounts hacked

OCT: SANDWORM

- Attacked a Windows vulnerability

NOV: SONY PICTURES ENTERTAINMENT

- Highest-profile hack of the year

DEC: INCEPTION FRAMEWORK

- Cyber-Espionage attack targeted the public sector

Source: [Verizon “2015 Data Breach Investigations Report”](#)

Verizon “2015 Data Breach Investigations Report”

Internet of Things

Verizon experts predict that there will be over 5 billion IoT devices by the end of this decade.

Source: [Verizon “2015 Data Breach Investigations Report”](#)