Impact On the Cost of IT Operations

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About Me

- A mix of programming, web development, systems admin, hacking stuff
- Current Certifications
  - GCIH – Incident Handling
  - GCIA – Intrusion Analyst
  - GCFE – Windows Forensic Examiner
- Penn State, B.S. Management Information Systems, 2002

2022 Cybersecurity Statistics – Verizon Data Breach Investigation Report

- 82% of breaches involved human elements
  - Phishing, misuse of tech and simple errors
- 89% of attacks are financially motivated
- Data sent to the wrong person accounts for 16% off PII and sensitive information errors
- Ransomware attacks increased 13% vs 2021 and were present in ~70% of malware breaches

How do incidents happen?

Common Ways of Getting Access/Money

1. Phishing
2. Exploit public facing services/authenticating through public facing services
3. Rogue devices
4. Attack via some software supply chain function

How we quantify?

- Well, it depends

Equifax Breach of 2017

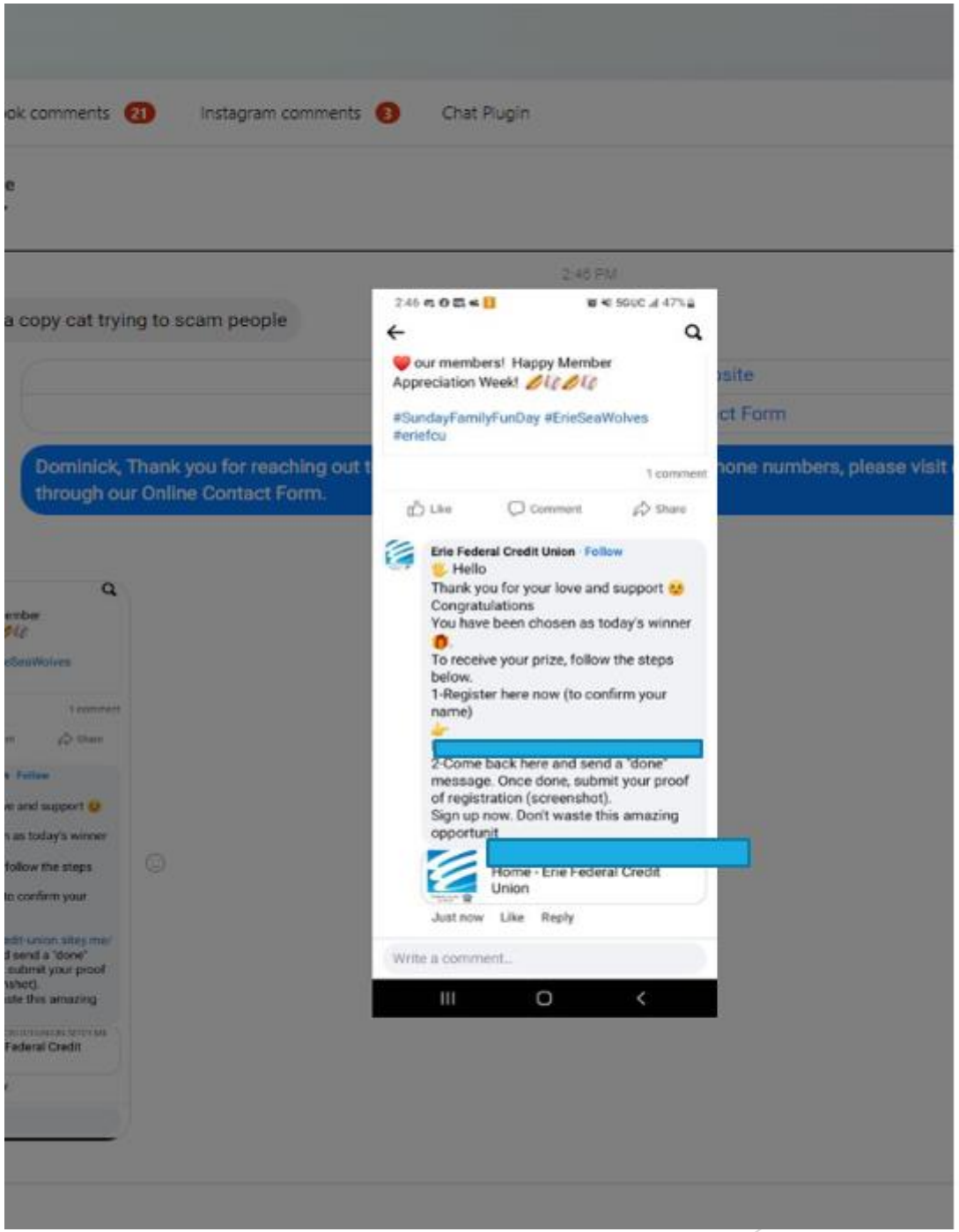
- 147 million people

Costs?

- Monitoring
- Policy
- Training

Examples

- Facebook Spoofing Not-Fun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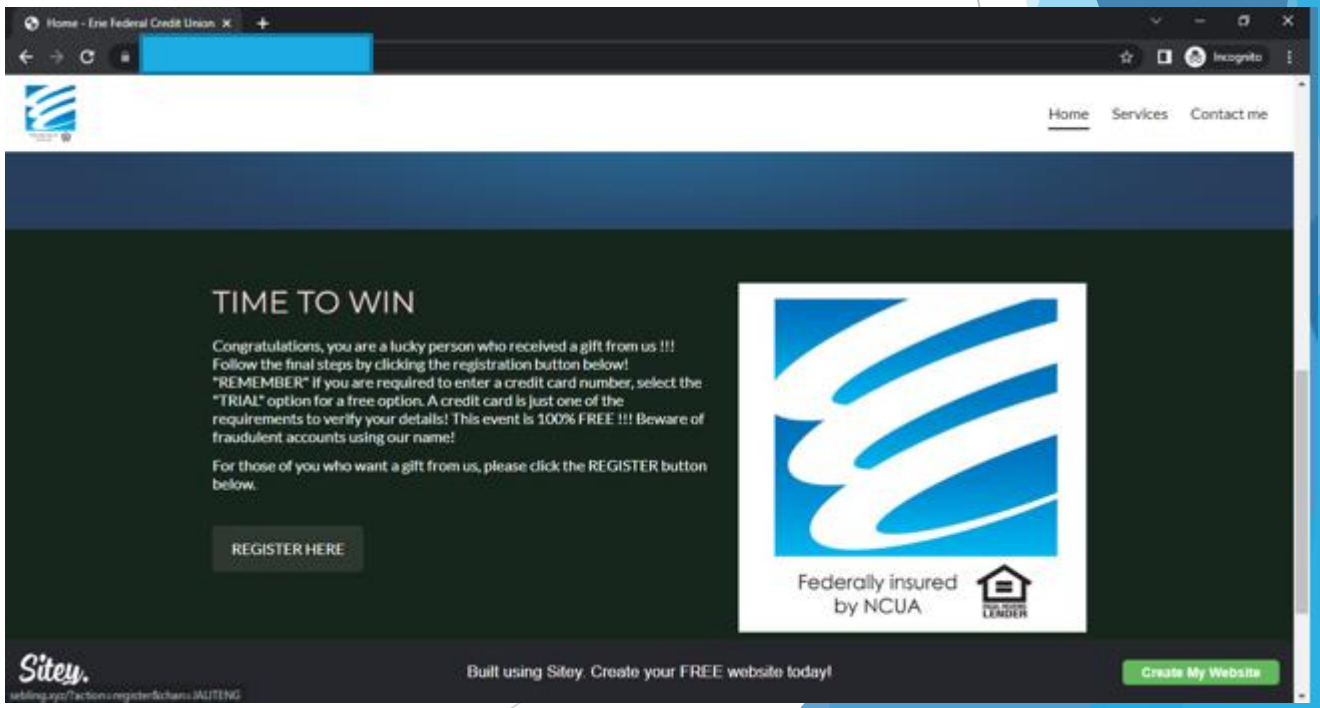
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Step 1. Liked and shared
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And the prize will be sent after you successfully register.

What were the costs?

- For us
  - Brand reputation
  - Ended the promotion
- For the end users:
  - ?????

Uber

- Hacked account of remote employee leads to compromise of network
- Loss of financial data

What were the costs?

- Brand reputation
- Depends on the data
- Training

Morgan Stanley

- Improper disposal of hard drives containing PII
- https://www.sec.gov/news/press-release/2022-168

What were the costs?

- $35 million dollar fine

Costs

- Direct
  - People
  - Hardware/Software Tools
  - Cyber Insurance
  - Lost revenue
  - Training
  - Re-training
- Indirect
  - Brand
  - Methods of doing things
  - What’s your data worth… Also, where is “your” data

In Summary

- Threats don’t end at your front door… and the impact and costs can be just about anything