

Information security & citizen's rights: It's a journey not a destination



CASEScontact.org

Urs E. Gattiker

CyTRAP Labs & CASEScontact.org

Awareness raising and prevention ➔ Secure electronic transactions



What is the message?

- **Our message today is:**
 - **Iteration is the key to success – start and improve continuously to realize success**
 - **Infrastructure is becoming ever**
 - more critical,
 - more vulnerable
 - The key to success is the user at work, home and on-the-road
- **Challenge: Starting prevention today, instead of talking about it tomorrow.**
- **Cybercrime is open 365 or 366 days x 24 hours**
 - But when it is a Public Holiday some people believe the evil guys are on vacation, they are not ☹

Overview → helping citizens and SMEs achieve better information security



- 1) What should a citizen know about information security?*
- 2) How do we move from awareness to prevention?*
- 3) How can European Member States create synergies for their efforts to improve prevention for citizens?*
- 4) How can awareness raising and prevention efforts add value or who is your target audience?*
- 5) Conclusion – what we can do to help citizens/SMEs*



Part 1 - *What should a citizen know about information security*



Same as with Public Health

- Wash your hands frequently
- Saturday night at dance bar – do not accept a drink from a stranger (what is in it – drug?)
- Don't sit in a stranger's car
- Scan against viruses frequently
- Don't open a file attachment unless you are sure your friend sent it-check first if she really did
- Don't visit strange websites (trust)

What happens INSTEAD

Nyxem virus 2006-01-16 Monday



- ➔ we replaced a critical infrastructure with something not designed to be critical infrastructure
 - THE INTERNET
- Nyxem virus is a 95 kb Visual Basic executable that infects a computer when an unwary user runs an executable email attachment
 - the virus also contained a malicious payload designed to overwrite files with certain extensions on the 3rd of every month (beginning February 3, 2006).
 - Affected file types include:
 - .doc, .xls, .mdb, .mde, .ppt, .pps, .zip, .rar, .pdf, .psd, and .dmp.

Nyxem virus 2006-01-16 Monday

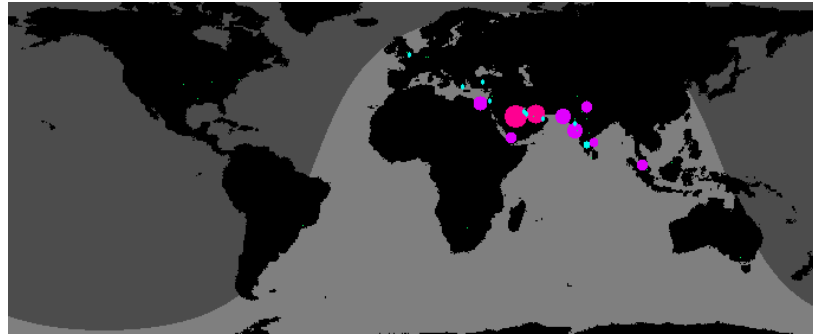
2006 CAITA initiative UC Calif.

CyTRAP Labs

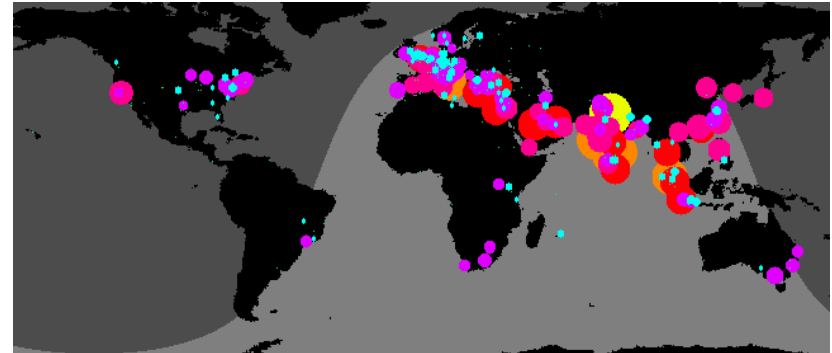


CASEScontact.org

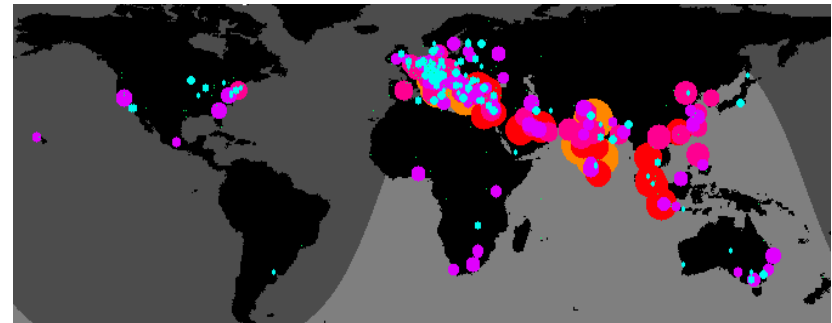
- 09:00 GMT Monday



- 09:00 GMT Tuesday



- 09:00 GMT Wednesday





Part 2 - *How do we move from awareness to prevention*

3 steps to prevention success



Strategic Domains:

Awareness Raising

- Communication & Dissemination of Info
- Developing Indicators – from Users
- Developing Measures

Prevention (passive defense)

- Detecting and Patching Vulnerabilities
- Managing and Minimising Risks

Opposition (active defense)

- Counter Measures
- Enhancing Privacy and Improving Regulatory Compliance
- Incident Management

3 steps to prevention success



| | Fire | AIDS | InfoSec |
|------------|--|--|--|
| Awareness | Information from fire marshall, insurance company, etc. | Information (e.g., advertising and media campaigns) ... against AIDS | Information about malware in the media, updates by firm, others |
| Prevention | Training or Seminars Fire Drill Don't smoke in bed | Training or Seminars Don't have unprotected sex Abstain | Training or Seminars Attack or other types of simulation exercises - Employees make sure the originating person sent you the attachment and after getting the answer, scan it first against viruses and only then open it - Firewall, anti-virus and anti-spyware software installed and updated regularly at work and home PCs |

Three level strategy for information security



Fire

AIDS

InfoSec

Support for Helping Yourself– Self-Assessment leads to Know-How

Active Defense
Industry
Standards or
what is
considered Best
Practice

Industry standards and
best practice – saving
energy

Distribution of condoms
to teenagers – free or
subsidized including
education is becoming a
best practice standard
in the public health field

Best Practice regarding anti-virus, spyware and
other programs is being followed by, for
instance, having such security tools installed on
all PCs and mobile phones, thereby reducing
the risk of infections and disasters.

Regulatory
Framework and
the Law

Building code

Public Health
regulations

- Security, E-Commerce and Privacy
Regulations, etc.

Putting it into
practice

Smoke detectors
increase the chances of
people leaving the
building without harm in
case of a starting fire
Using natural light,
materials, energy etc.
will reduce energy
consumption

Viral therapy for
pregnant and Aids
infected women
increases the chance of
a the newborn not being
infected.

- Multi-layered security architecture put in place
(e.g., intrusion detection systems, network traffic
sniffers, etc.)

Police Compliance is being monitored

- Regulatory Compliance is maintained with the
help of Audits

- Disaster Mgmt & Recovery Planning in place



Part 3 - *How can European Member States create synergies for their efforts to improve prevention for citizens?*

Launching Field Test

|| E-Security Platform (Belgium)

May 6, 2000
Minister Rik Daems

|| CASES – Pan-European Effort (Belgium Promotor - BIPT/IBPT)

Launched – July 4 2002
Minister Rik Daems

|| Preparation for CASES Field Test

Launched - April 2003
CASES TEAM

|| Launch of CASES Field Test - Pilot

Launch Date – Summer/Fall 2003
Duration: 4 – 6 months
BIPT/IBPT, GR LU, I, UK

|| Launch of CASES Field Test

Launch Date – Spring/Summer 2004
Duration: 6 – 12 months
LUX, BIPT/IBPT, BRD,

|| Launch of Formal Collaboration

Spring/Summer 2005
LU, CH, BRD, CASEScontact
BE,
UK?

|| Budget is or has been earmarked to finance field test:

- MCN – Belgium or Italy
- National Node
 - Belgium
 - GR
 - LU
 - I
 - UK still to be determined
 - others

|| Collecting information

- do sources work
- how well does structure of communication work:
 - * amongst CASES nodes?

|| Testing of communication channels between national nodes and data suppliers (e.g., ISPs) or recipients of findings

|| Fine- tuning of tasks and performance of Technical Advisory Committee (TAC)

|| CASEScontact is becoming a source for information (advisory) for:

- Alerts – not virus ones – Vulnerabilities & Threats – CVE collaborator
- Tips & Tricks – Firewall, settin up wireless network at home, dialers, spyware



CASES - Worum geht es?

● Cyberworld Awareness and Security Enhancement System

- Rick Daems – Belgian Minister for Telecom – Juli 2002
- awareness raising
- better prevention
- citizens – home users
- SMEs & self-employed people

The screenshot shows the CASES (Cyberworld Awareness and Security Enhancement Structure) website. The header includes the CASES logo and navigation links: "Welcome to CASESCont...", "WebUrb Security site", and "http://cytrap.org/". Below the header, a navigation bar lists: "home :: about us :: research :: FAQ :: news :: subscribe :: press room :: contact". The main content area features a large image of a person's eyes with circuitry, and text describing the site's purpose: "A quick word about this place" and "CASEScontact is an information security site providing Alerts and Tips & Tricks for home users and SMEs (Small and Medium-Sized Enterprises) for FREE." It also mentions the focus on Windows 2000, XP, and the upcoming Longhorn operating systems. The left sidebar contains three sections: "Advisories (archive)" with a "Threat alerts and security notices" dropdown, "Prevention (archive)" with a "Tips & Tricks" dropdown, and "Security Concepts" with a "Help in understanding the concepts" dropdown. The right sidebar includes a "Risk Level" section with a progress bar, an "RSS feed XML" section with links to "Security alerts" and "CASES Weblog", a "Mailing List" section with a "Subscribe" button, an "SMS alerts" section with a "here" link, and a "Refer to us" section with a "here" link. The footer shows the "Powered by:" logo for ISNM and "Our Partners:" logo for Secunia.

A quick word about this place

CASEScontact is an information security site providing Alerts and Tips & Tricks for *home users* and *SMEs* (Small and Medium-Sized Enterprises) for FREE.

Windows 2000, XP and/or the upcoming Windows Vista operating systems are the primary focus, while alerts, benchmarks and tools for Windows compatible software are provided.



Advisories (archive)

Complete list of Threat Advisories and Security Tips

 select


Prevention (archive)

Tools & Training

 select


Security Concepts

Help in understanding the concepts

 select

Powered by:



Our Partners:



Latest Threat Advisories (ISSN: 1603-9858)


- CT110027: [MS Patch Tuesday - October 2005 - #1 - Microsoft Windows - CRITICAL MSDTC and COM+ Vulnerabilities](#) 2005-10-11
- CT110029: [MS Patch Tuesday - October 2005 - #2 - CRITICAL - Vulnerability in the Microsoft Collaboration Data Objects](#) 2005-10-11
- CT110028: [CRITICAL - RED ALERT - Firefox and Mozilla Suite - Several Vulnerabilities](#) 2005-09-23
- CT110026: [UPDATE 2 - Firefox/Mozilla Suite AND Netscape URL Domain Name Buffer Overflow](#) 2005-09-21

[more>>](#)

Latest Security Tips (ISSN: 1603-9866)

- CT210012: [UPDATE 2 - MS tool - Yes Virginia - phishing attacks are on the rise and getting meaner - we tell you how to surf safer](#) 2005-09-30
- CT210007: [UPDATE 1 - Windows XP 101 - PART 1 - Grandma's Tricks - Regular Service & Tune Up ==> Turbo Charge XP](#) 2005-08-30
- CT210008: [Rather 100 SPAM Msgs Than ... Check Grandpa's 101 on Avoiding & Getting Rid of Spam](#) 2005-08-23

!! Risk Level !!

What chances are you taking to get hurt? 

[more »](#)

!! RSS feed XML

Content can fly to your desktop.

[Get RSS feeds »](#)

!! Mailing List !!

Sign up and be protected by getting alerts and security notices.

[Subscribe »](#)

!! SMS alerts!!

Receive instant SMS alerts to your mobile

[here »](#)

!! Refer to us !!

Refer this website to a friend

[here »](#)

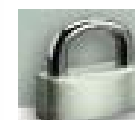
UPDATED TUESDAY, MAY 23, 2006

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Advisories (archive)

Complete list of Threat Advisories and Security Tips

 select


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 select


Security Concepts

Help in understanding the concepts

 select

Powered by:

CyTRAP.eu

Our Partners:



Latest Threat Advisories (ISSN: 1603-9858)

- CT110050: [CASEScontact.org advisory - zero-day exploit -Microsoft Word has unspecified vulnerability that could result in code execution](#) 2006-05-20
- CT110049: [CASEScontact.org - MS Patch Tuesday - May 2006 - 2 Security Bulletins - MS Exchange and Macromedia Flash Player](#) 2006-05-09
- CT110048: [CASEScontact.org advisory - Microsoft Internet Explorer - remote code execution vulnerability - NO patch available](#) 2006-04-25
- CT110047: [CASEScontact.org advisory - Mozilla Firefox and Sea Monkey - HIGHLY CRITICAL vulnerabilities](#) 2006-04-14

[more>>](#)

Latest Security Tips (ISSN: 1603-9866)

- CT210002: [CASEScontact.org guide: the best ways for getting rid of spyware and stealthware](#) 2006-05-17  
- CT210018: [CASEScontact.org guide - protecting data confidentiality and privacy by disposing of an old notebook, iPod, smartphone & memory stick the smart way](#) 2006-04-05  

Home Delivery ::

Alerts and Tips now at your doorstep

[more »](#)

RiskIT ::

Better Risk Management.

[More »](#)

StratMedia ::

Better Web Marketing.

[More »](#)

WinCurity ::

The CASEScontact Weblog.

[More »](#)

Training ::

Educational programs for IT users at all levels.

[More »](#)

Mailing List ::

Sign up and be



How the countries try to collaborate

- Luxembourg — CASES.lu → ENISA
- Germany/Switzerland – CASEScontact.org → CyTRAP Labs
 - Associated Partners
 - Unabhängigen Landeszentrum für Datenschutz (ULD) – Schleswig Holstein
 - EICAR – Europe's Information Security Experts
 - CASES.lu
 - Melani CH
- Switzerland - Melani – Informatikstrategieorgan Bund – Melde- und Analysestelle Informationssicherheit → CASES.lu, etc.



Part 4 -

How can such services add value?

What is CASEScontact's focus and rational? Market niche is key



- Focus, focus, focus – do not duplicate what is already done well:
 - CERT - Cert.DK – clear target market
 - independent (semi-government)
 - does some techie work
 - focuses on
 - ❖ large organizations
 - ❖ government departments
 - virus alerts – done well by vendors such as Bullguard.com, Kaspersky, etc.
 - Providing a service for techies working at large organizations
 - SANS, Secunia, Outpost, eEye, etc.
 - pay and you get great service



Who should be the target ?audience?

- who takes care of:
 - citizens – OECD broadband 25% & up
 - Which age group
 - Teenies or pensioners?
 - SMEs
 - limited technical knowledge
 - home businesses
 - self-employed

Public-private partnerships - service target audience → younger people

CyTRAP Labs



Younger people are taking greater risks than retired people with mobile phones & notebooks
Teenager puts family at risk but if he does take preventive measures – family benefits

CASEScontact.org

Subscribe

Please complete the details below to subscribe to the CASEScontact mailing list:

All information with asterisk (*) are required.

*Login Name (for creating your profile):

*Password:

*Your e-Mail address:

*Please confirm your e-Mail:

*Your First Name:

*Your Family Name:

Version:

☒ Text ☐ Html - [Why HTML email is bad?](#)

Language:

☒ English ☐ Deutsch

☐ I have read the [Terms and Conditions of Use](#) and agree to abide by them.

☒ No, I do not agree with the [Terms and Conditions of Use](#)



CASEScontact.org
Security Tips



Just the Facts

| | |
|---------------------|---|
| Title | CASEScontact.org guide: the best ways for getting rid of spyware and stealthware |
| Description | Weeding out spies with CASEScontact.org's spyware removal guide that tells you how to: <ol style="list-style-type: none">1. check if you have spyware,2. get rid of what might be on your system (free tools to do so - see Tips 1-3), and3. minimize the risk for future spyware infections Get through the above three steps in 15 minutes or less at no cost to you. |
| CyTRAP lab ID | CT210002 |
| Date | 2006-05-17 |
| Effected Systems | <ul style="list-style-type: none">◆ Windows/2000/NT/XP etc.◆ Mac OS 10.xx (Jaguar, Panther) |
| Version Number | 1.3 |
| ISSN | 1603-9866 |
| Verify Tip | http://casescontact.org/tips/210002 |
| Risk Assessment | High |
| Impact/Severity | High |
| Audio/Podcast files | CyTRAP PodCast show - Protecting your digital assets - Wednesday, May 17, 2006 |
| Update - Change | 2006-05-17 - Update 2 <ol style="list-style-type: none">1. Tool added to catch spyware running under stealth mode - tried and tested by CyTRAP.eu/RiskIT Labs2. technical terms linked to glossary section,3. two more free spyware removers added4. 8 steps checklist for removing spyware from WinCurity - CASEScontact.org's blog has also been added. |

Why not get new tips by e-mail directly to your in-box? Its much more convenient:


Your email:



Try to be timely AND helpful

Who is your audience? Young, old or ...?



- CASEScontact.org advisory – Friday 19:00 - 2006-04-14 → citizens, SMEs → with work around=how to fix the problem until patch gets released
- Secunia - 3 hours later - → techies
- US-CERT – Easter Monday = work-day in U.S. 21:42 CET or 15:42 local time – Pittsburgh → citizens
- AusCERT - Tuesday → subscribers & citizens
- Neither
 - itsafe.gov.uk (NISCC) nor
 - BSI Buerger-CERTreleased a warning about this highly critical threat.
- Some estimates claim
 - 30% of home users and
 - 40% of SMEsuse Firefox browser

 **CASEScontact.org**
Threat Advisories

Subscribe in  

Just the Facts

| | |
|------------------|--|
| Title | CASEScontact.org advisory - Mozilla Firefox and Sea Monkey - HIGHLY CRITICAL vulnerabilities |
| Description | Multiple vulnerabilities have been reported in: <ul style="list-style-type: none">• Firefox and• SeaMonkey, which can be exploited by malicious people to conduct: <ul style="list-style-type: none">A. cross-site scripting and phishing attacks,B. bypass certain security restrictions,C. disclose sensitive information, andD. potentially compromise a user's system. |
| CyTRAP labs ID | CT110047 |
| Date | 2006-04-14 |
| Effected Systems | If you use Mozilla Firefox or Mozilla SeaMonkey with the following operating systems: <ul style="list-style-type: none">■ Windows■ Mac■ Linux your system is extremely vulnerable. Read on and protect yourself right now, it is fast and easy. |
| Version Number | 1.0 |
| ISSN | 1603-9858 |
| Verify Threat | http://casescontact.org/alerts/110047 |
| Risk Assessment | High |
| Impact/Severity | High |

Why not get new tips and alerts by e-mail directly to your in-box? It's much more convenient:

Your email:



Part 6 - Conclusion

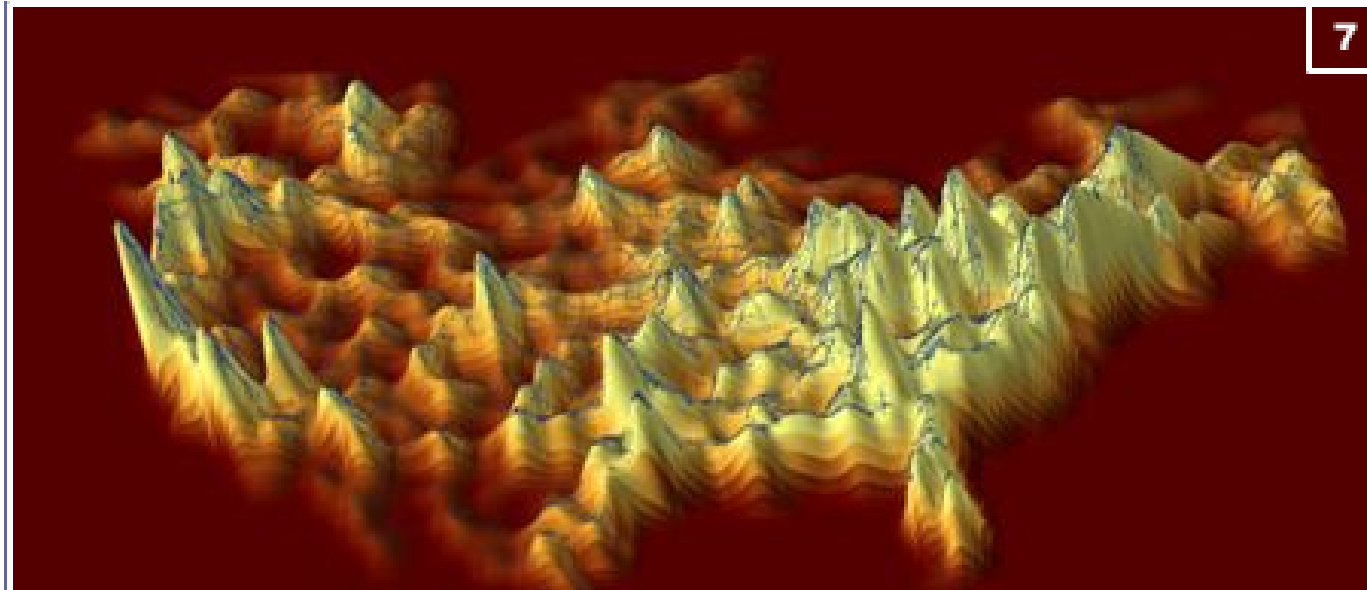
Our message today was...

We are getting ever more dependent on infrastructure - fiber and power



This map combines the fiber and power grids to analyze where there are common geographic interdependencies between the two critical infrastructures.

- By **Sean P. Gorman**



Blackouts - Internet - Outsourcing



- 2003-08-13 – North American Blackout – Toronto by Night (picture)
- 2003-09-27 - White Night Carnival in Rome – Early Sunday morning (03:00 hours) Italy (except Sardinia), Geneva, part of France – no power
 - ❖ Wireless networks
 - ❖ Radio & TV networks,
 - ❖ Public transport etc. ALL down

*A night
out -- Toronto*



Protect the weakest link in your infrastructure - be effective & save



- You have to provide info to calm the public:
 - ❖ ...CERT personnel answer during Queensland business hours which are GMT+10:00 (AEST)
- Above means malicious hackers or cybercriminals love it if security staff keep office hours... so instead they attack:
 - during Easter Weekend, Pentecost Weekend,
 - great times for attacking the infrastructure
 - ❖ public agencies and employees are off on a holiday

Protect the weakest link in your infrastructure - be effective & save



- Alerts are great because media & decision-makers care about possible disasters...but:
 - Do you care if one tells me:
 - a new worm is spreading on the Internet
 - a new string regarding the bird flue (H5N1) virus is on the loose:
 - ❖ can I be infected eating chicken or eggs?
 - CASEScontact ➔ What is the level of risk and
 - 1) if you get hit, what it means for you and your friends' mobile phone and notebook
 - 2) ... how can I fix it in my sleep...
 - Prevention is the key on the road to a safer Internet
 - fire alarms can get people's attention (don't cry Wolf too often), however
 - they are of little use if you want to protect your children from being exposed to pornography on the Internet

Protect the weakest link in your infrastructure - be focused



- CERTs and vendors focus on clients who pay & have techies:
 - Larger organizations
 - CASEScontact, CASES.lu and CyTRAP Labs
 - the weakest link – who has little incentive to change, neither willing to pay nor to put much effort into it:
 - home users
 - SMEs
 - self-employed – single or two-person business are growing rapidly
 - graphic designers
 - artists
 - farmer
 - Teachers
- all work from home

Many thanks



Professor [Urs E. Gattiker](#), Ph.D.
Founder and Chief Technology Officer

CyTRAP Labs / CASEScontact.org
Zurich, Luebeck & Copenhagen

You can get the slides here:

http://CASEScontact.org/euist_view.php?newsID=4013

If you need more info, pass me your business card:

- this way you will secure yourself the electronic delivery of the latest version of this presentation and a white paper on this topic in pdf format
- e-mailed to you within 72 hours



Appendix

Additional information



More Info for you

- The above slides have hyperlinks, making it it easy to follow the links to obtain additional information such as ,White Papers‘
- Additional information can be obtained:
 - CASEScontact.org security, virus and threat alerts, tips, weekly newsletter
 - CyTRAP Labs – better risk management on the way to improved shareholder value– tips, check-lists, white papers
 - CASEScontact.org – WinCurity – the weblog that helps users improve security with Windows, with freeware, guides and tricks for readers

What we do NOT want to happen



From: MAILER-DAEMON <>
Message-Id: <6.2.1.2.0.20060504230132.03c945f0@pop.gmail.com>
Subject: **Message you sent blocked by our bulk email filter**
Content-Type: multipart/report; report-type=delivery-status;
charset=utf-8;
boundary="-----=_1146776821-16301-161"
To: <weburs@.....>
Date: Thu, 4 May 2006 14:07:01 -0700 (PDT)

Your message to Saludos@athens.king.com was blocked by our **Spam Firewall**.
sent with the following subject has NOT BEEN DELIVERED: Subject: Re: Invitation as a speaker
Athens - Technical Group of Standards (TCG) Reporting-MTA: dns; Sasha.atmel.com
Received-From-MTA: smtp; sasha1.atmel.com ([127.0.0.1])
Arrival-Date: Thu, 4 May 2006 14:06:59 -0700 (PDT)

Final-Recipient: rfc822; saludos@athens.atmel.com
Action: failed
Status: 5.7.1

Diagnostic-Code: smtp; 550 5.7.1 **Message content rejected**, UBE, id=16301-01
Last-Attempt-Date: Thu, 4 May 2006 14:07:01 -0700 (PDT)

Received: from ug-out-1314.google.com (ug-out-1314.google.com [66.249.92.175])
by sasha1.king.com (Spam Firewall) with ESMTP id 4A4046BD05
for <saludos@athens.kingl.com>; Thu, 4 May 2006 14:06:58 -0700 (PDT)

Received: by ug-out-1314.google.com with SMTP id u40so580004ugc
for <saludos@athens.kingl.com>; Thu, 04 May 2006 14:06:57 -0700 (PDT)

DomainKey-Signature: a=rsa-sha1; q=dns; c=noaws;
s=beta; d=gmail.com;
h=received:message-id:x-mailer:date:to:from:subject:cc:in-reply-to:references:mime-version;
type:sender;
Date: Thu, 04 May 2006 23:06:34 +0200

To: "Welcome to Greece" <Saludos@athens.king.com>, <weburs@...>
From: "Urs E. Gattiker, Ph.D. - CASEScontact.org & CyTRAP.org/
<WebUrs@CyTRAP.org>
Subject: Re: Space tour in Athens -
Technical Group for Standards
Cc: "Welcome to Greece" <Saludos@**gmail.com**>

Misconfigured spam filter/firewall

This results in office mail being sent via gmail → so the employee gets what the client sends

- Is this e-mail archived as required by law for 12-15 years

Result is that to serve customer & because of misconfigured firewall:

•→ employee has to be non-compliant, break the rules, violate policy or the firm has no policy ... also not according to regulation

How late is early enough? The story repeats itself

- Red alert - extremely critical Word vulnerability

CyTRAP Labs




CASEScontact.org

- Secunia – 2006-05-19 – 22:00 → techies
- US-CERT – 2006-05-20 Pittsburgh → citizens
- CASEScontact.org advisory – Saturday 19:00 - 2006-05-20 → citizens, SMEs
- eEye security – Tuesday – 2006-05-23 – CET → techies
- Neither
 - AusCERT,
 - W A A R S C H U W I N G S D I E N S T NL (Gov-CERT),
 - IT-Safe UK (NISCC), nor
 - BSI Buerger-CERT (small write-up 2006-05-26 in their weekly newsletter to subscribers)released a warning about this extremely critical vulnerability
- Trust means – user depends on us to get an alert if its important:
 - CASEScontact.org – is it important for Windows, MS Office, etc users? If yes → alert goes out NOW

 CASES

CASEScontact.org
Threat Advisories

Subscribe in
 

Just the Facts

| | |
|------------------|--|
| Title | CASEScontact.org advisory - zero-day exploit -Microsoft Word has unspecified vulnerability that could result in code execution |
| Description | <p>CRITICAL Microsoft Word vulnerability - Zero Day - being exploited as you read this</p> <p>A. affecting Microsoft Office (business, general as well as other versions), B. affecting Microsoft Word (Risk - High)</p> <p>■ Sign-up to CASEScontact.org and be alerted when Microsoft releases the patch - instantly</p> |
| CyTRAP labs ID | CT110050 |
| Date | 2006-05-20 |
| Effected Systems | <ul style="list-style-type: none">• Microsoft Office 2003 (standard, business, student/teacher editions),• Microsoft XP,• Microsoft Word 2003 & 2003 |
| Version Number | 1.0 |
| ISSN | 1603-9858 |
| Verify Threat | http://casescontact.org/alerts/110050 |
| Risk Assessment | Severe/Red Alert |
| Impact/Severity | High |

Below we tell you what you have to watch out for not to get caught... its easy, if you are not careful, its a pain (we explain the pain under Impact below... so be careful out there)

- Mac users YES, if they use Word
- Linux NOT

Why not get new tips and alerts by e-mail directly to your in-box? It's much more convenient:

Your email: