Top 5 Cybersecurity Concerns for City Managers

Fulcrum Virtual Lunch & Learn

THE FULCRUM GROUP
One Technology Solution: Yours

Presented by
Fulcrum Group
June 22nd, 2022

Agenda

- Who is Fulcrum Group?
- What's at Risk?
- Top 5 Cybersecurity Concerns for City Managers
- Cybersecurity Best Practices
  - "Left of Boom"
  - "Right of Boom"
- Public Safety CJIS Best Practices
- Q&A

THE FULCRUM GROUP
One Technology Solution: Yours

Who is Fulcrum Group?

- Started in 2002, Steve Meek & David Johnson - owners
- SPOT Managed IT Services – started in 2008

SPOT Managed IT Services

Primary Offerings

- IT Outsourcing Managed Services
- Cloud Solutions
- VOIP Communications
- IT Infrastructure Projects
- Managed Cybersecurity Services

DIR Texas Department of Information Resources

Channel Futures. SMB HOT 101 AN MSP 501 LIST

Fort Worth Chamber of Commerce Small Business of the Year 2017

SANGOMA 2020 Pinnacle Partner Award

The Channel Co. CRN MSP 500 2021

THE FULCRUM GROUP One Technology Solution: Yours

What's at Risk?

- Data & Applications
  - Public Safety, Courts, Utilities
- Reputation & Public Confidence
- Critical Infrastructure - Utilities
- Downtime
- Loss of Revenue
- Cost of Recovery

NATIONAL SECURITY

What We Know About The Ransomware Attack On A Critical U.S. Pipeline

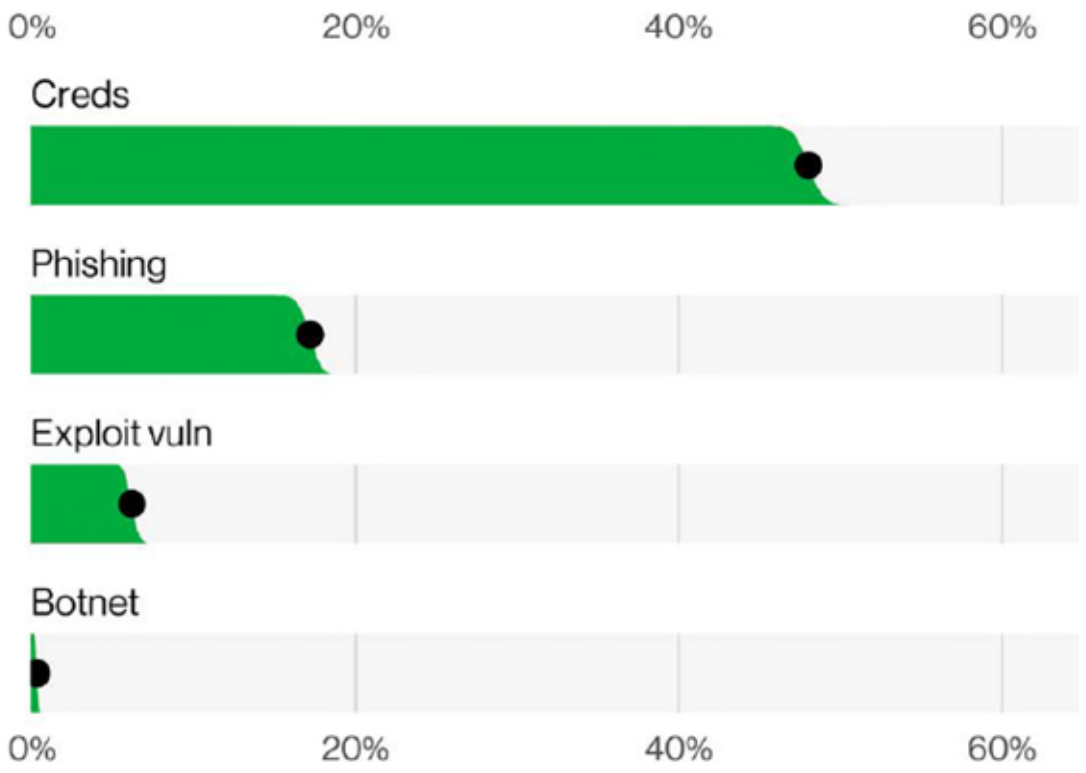
May 10, 2021 · 9:30 AM ET

SCOTT NEUMAN

THE FULCRUM GROUP
One Technology Solution: Yours

Top 5 Cybersecurity Concerns #1

- Four Key Paths leading to your data
  - Credentials - stolen credentials and a lack of Multi-Factor Authentication
  - Phishing - the level and types of phishing attacks continue to get more sophisticated
  - Exploit Vulnerabilities - Unpatched and Zero Day threats are being actively exploited
  - Botnets – Cybercriminals use botnets to perform mass attacks



Source: 2022 Verizon DBIR

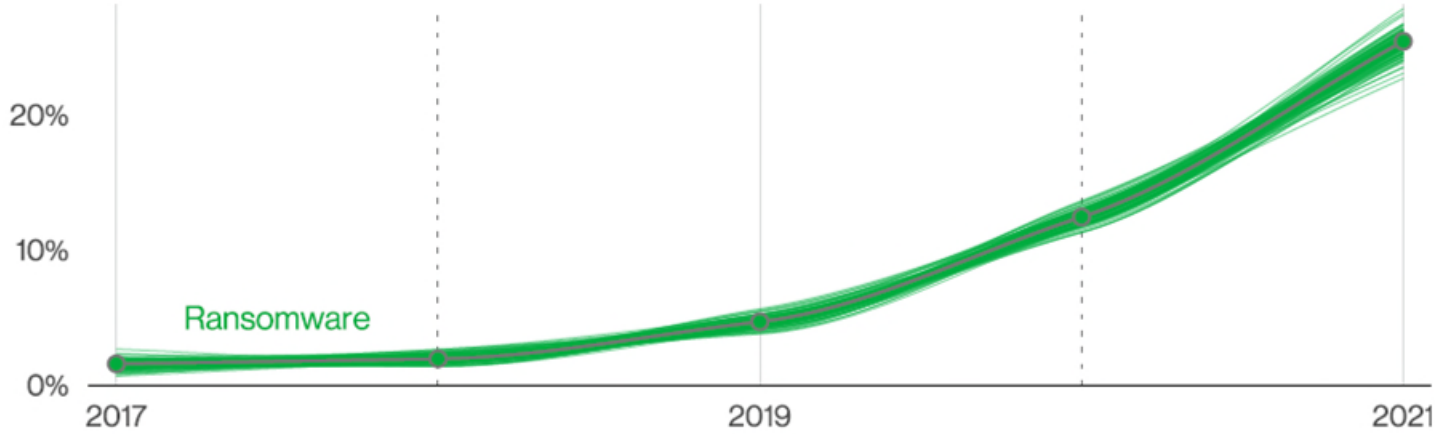
Pro Tip – MFA can protect against stolen credentials

THE FULCRUM GROUP
One Technology Solution: Yours

Top 5 Cybersecurity Concerns #2

- Ransomware
  - 13% increase, now 25% of all breaches
  - Ransomware = model of monetizing access to your data
  - Key Supply Chain Breaches is a force multiplier
  - Multiple Extortion increases ransom amounts
  - Nation State attackers might skip the breach and keep the access

Pro Tip – Many next generation Endpoint Protection solutions such as EDR include ransomware rollback protection.



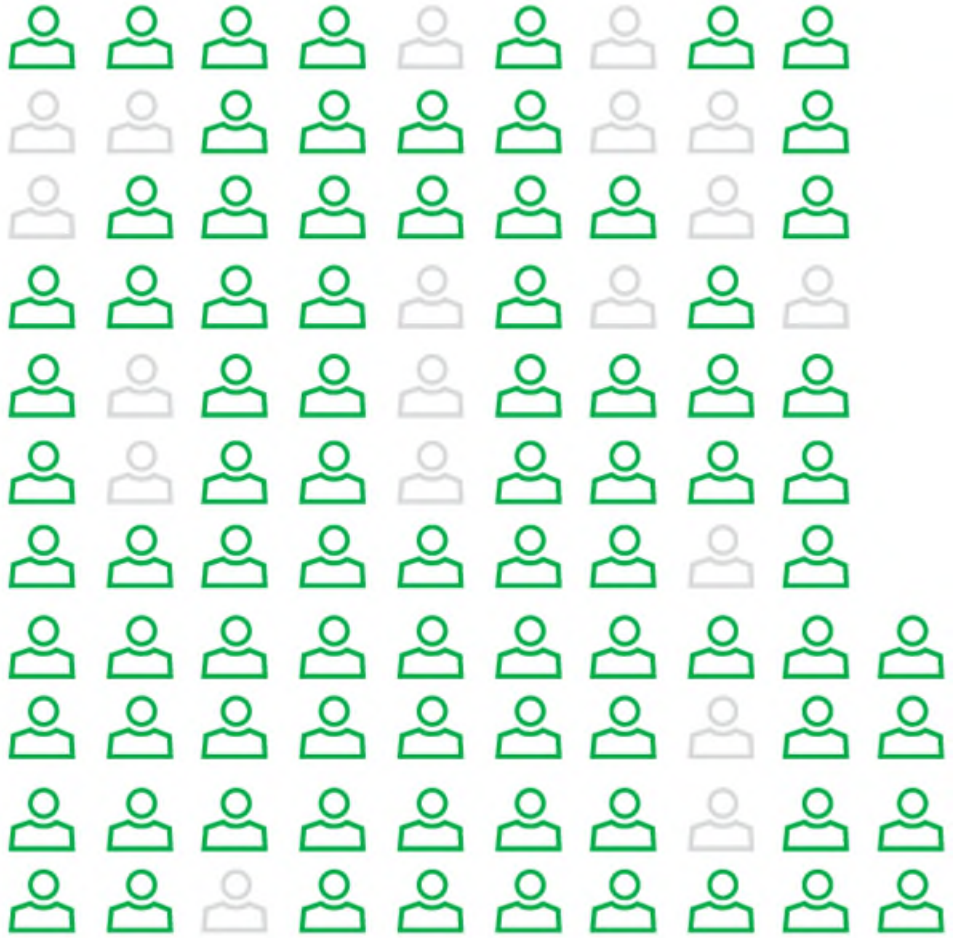
Source: 2022 Verizon DBIR

THE FULCRUM GROUP
One Technology Solution: Yours

Top 5 Cybersecurity Concerns #3

- The Human Element
  - 82% of breaches involve the human element
  - 59% of social engineering breaches compromised credentials
  - Financial motive is 8x more common than espionage motive in social engineering
  - Misconfiguration
  - Privilege Misuse

Pro Tip – Make sure any end user security awareness training is compliant with Texas laws



Source: 2022 Verizon DBIR

THE FULCRUM GROUP
One Technology Solution: Yours

Top 5 Cybersecurity Concerns #4

- Missing the Basics
  - City Leaders not embracing cybersecurity
  - Internal IT Teams & MSPs aren't cybersecurity experts
  - Training Users to Avoid Phishing and Social Engineering Attacks
  - Baseline Risk Assessment – understanding your risks
  - Missing or unused IT policies and Incident Response Plans
  - Lack of Automated IT inventory
  - Not requiring MFA for all users/apps

Pro Tip – TML Cyber Insurance includes incident response services

THE FULCRUM GROUP
One Technology Solution: Yours

Top 5 Cybersecurity Concerns #5

- Lack of Protection for Microsoft Office 365
  - Not requiring MFA
  - No regular review of your Microsoft 365 tenant for cybersecurity best practices
  - Incorrect licensing, missing cybersecurity features such as Conditional Access
  - No monitoring for forwarding rules, new admins, email spoofing, or logins from out of the country

Pro Tip – Fulcrum Group's SPOT Shield Microsoft 365 Cybersecurity service can provide you with tools to help you stay on top of your Microsoft Office 365 environment.

THE FULCRUM GROUP
One Technology Solution: Yours

Top 5 Cybersecurity Concerns #6

- Bonus #1 Failing to Meet Compliance Requirements
  - Not requiring MFA
  - Not adhering to CJIS requirements
  - Not implementing a Compliant Email Archiving System for Open Records Requests
  - No Whole Disk Encryption for laptops and mobile devices
  - No Mobile Device Management

Pro Tip – Compliant email archiving requires that a copy of all emails be stored in unalterable data storage, and an easy-to-use portal for searching emails.

THE FULCRUM GROUP
One Technology Solution: Yours

Top 5 Cybersecurity Concerns #7

- Bonus #2 Not Protecting All of Your Data
  - Lack of Annual Backup Assessments
    - Do you know your RTO/RPO requirements?
  - Not backing up all systems
  - Missing backups for Microsoft Office 365 Environment
  - No offsite or cloud backups
  - Lack of Disaster Recovery/Business Continuity Plan

Pro Tip – Microsoft 365 Cloud does not provide any kind of backup for their data.

THE FULCRUM GROUP
One Technology Solution: Yours

Cybersecurity Best Practices – Left of Boom

- Left of Boom – military term “prevent the attack”
- Start with a Baseline Risk Assessment
- Build IT & Cybersecurity Policies based on a Framework, don’t forget Incident Response Plan
- Cybersecurity Basics
  - Basic Cybersecurity Assessment, identify gaps
  - Windows Patching w/reporting
  - Centrally Managed Endpoint Protection
  - End User Security Awareness Training w/reporting
  - Next Gen Firewalls w/reporting
  - Disk Encryption for mobile devices w/reporting
  - Asset Tracking w/reporting
  - Multi-Factor Authentication for Windows, Email, & Cloud

Pro Tip – When it comes to cybersecurity basics, don’t forget central management and reporting.

THE FULCRUM GROUP
One Technology Solution: Yours

Cybersecurity Best Practices – Left of Boom

- Advanced Cybersecurity
  - Managed Detection & Response/SOC as a Service
  - Vulnerability Management
  - MFA Tokens
  - Regular Penetration/Vulnerability Assessments
  - Microsoft 365 E3 subscriptions
  - Microsoft 365 Cybersecurity Monitoring
  - Microsoft 365 Cloud Backups
  - Ransomware Protection

Pro Tip – EDR solutions are commonly required by cyber insurance carriers in lieu of traditional antivirus.

THE FULCRUM GROUP
One Technology Solution: Yours

Cybersecurity Best Practices – Right of Boom

- Boom – controls to detect and stop attacks in progress
  - Firewalls, intrusion prevention, antivirus
- Right of Boom – After the cyber incident
  - Don't panic, Invoke your Incident Response Plan
  - Isolate infected systems
  - Hire Cybersecurity Response Experts to eradicate any malware/ransomware, and harden systems
  - Recover your data and systems
  - Notify employees, vendors, residents – media response plan
  - Review your response – update your Incident Response Plan

Pro Tip – Make sure you understand what incident response services you receive from TML or your cyber insurance carrier BEFORE there is a cybersecurity incident.

THE FULCRUM GROUP
One Technology Solution: Yours

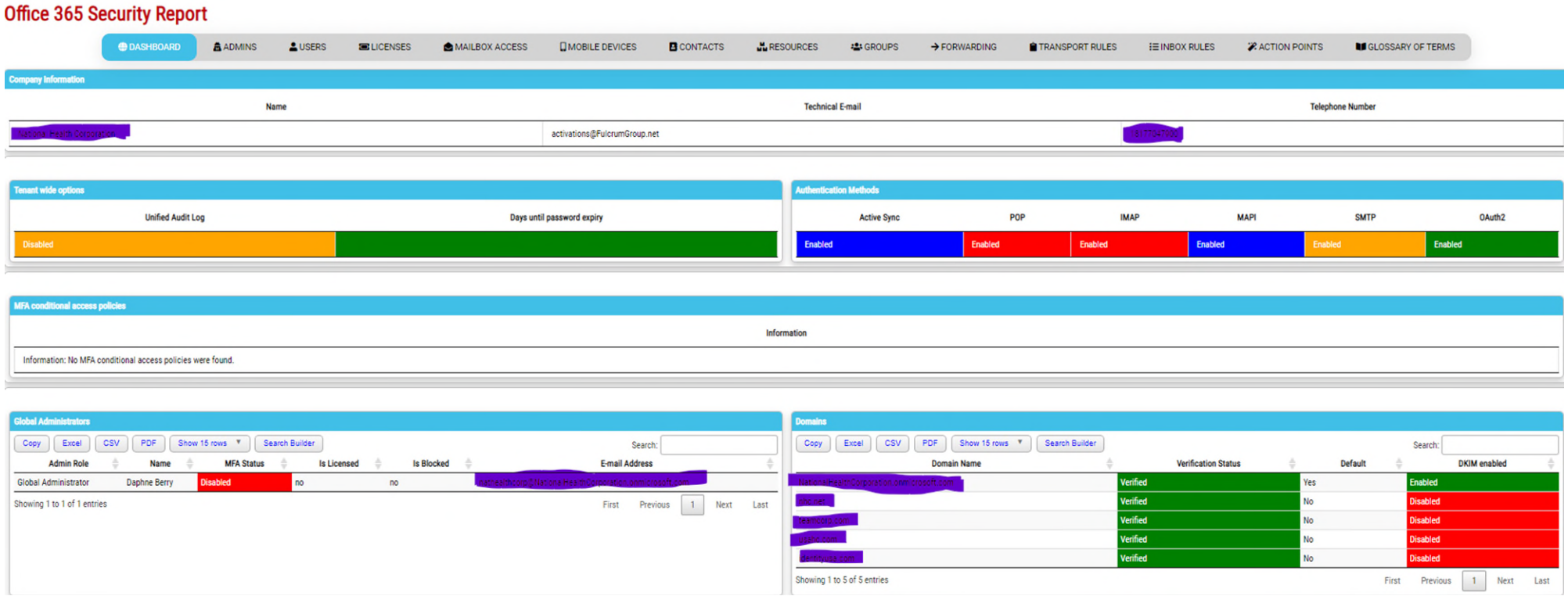
Public Safety CJIS Best Practices

- Implement CJIS Security Policy Standards
- 3rd Party Remote Access – audit log, MFA
- Access Control – Least Privileged Access
- Password & Screen Lock Policies
- Network Segmentation
- Implement MFA w/Physical Tokens
- All Staff Complete CJIS Security Awareness Training
- 3rd Party Contractors – Background/Fingerprint Checks
- FIPS Compliant Firewall
- Whole Disk Encryption on Laptops/Mobile Devices
- Incident Response Plan

THE FULCRUM GROUP
One Technology Solution: Yours

Fulcrum Special Offer – Microsoft 365 Cybersecurity Report

- Provides a baseline of your current Microsoft Office 365 Tenant Settings
- Gives you data that you can use to IMMEDIATELY improve you Microsoft 365 cybersecurity
- Limited Office - $649 (valued at $2500)



THE FULCRUM GROUP
One Technology Solution: Yours

Local Government Cybersecurity Resources

- Fulcrum DIR Contract https://www.fulcrum.pro/texasdir/
- TEEX Cyber Incident Analysis & Response https://teex.org/class/awr169/
- Federal Virtual Cybersecurity Training https://fedvte.usalearning.gov/
- Texas Cybersecurity Council https://dir.texas.gov/information-security/texas-cybersecurity-council
- ISC DFW Events https://isc2dfw.org/events/
- NCTCOG Public Safety Cyber Working Group https://www.nctcog.org/ep/workinggroups/public-safety-cyber-1
- CISA Cybersecurity Resources https://www.cisa.gov/uscert/resources/sltt
- CJIS Security Policy https://www.fbi.gov/file-repository/cjis_security_policy_v5-9_20200601.pdf/view

THE FULCRUM GROUP
One Technology Solution: Yours

Agenda

Any questions?

The Fulcrum Group, Inc.
5751 Kroger Drive, Suite 279,
Fort Worth, TX 76244

Phone: 817-337-0300
Help Desk: 817-898-1277
Web: www.fulcrum.pro
Support: helpdesk@fulcrumgroup.net

THE FULCRUM GROUP
One Technology Solution: Yours