Cybersecurity / Risk Management

Tom Maynard, VP of IT @ Mercy Housing
Anne Mola, CFO @ NewVue Communities

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STRENGTHMATTERS®

Getting Started

- All participant lines are muted.

- You may use the **Chat** feature to ask questions.

- Please use the **Raise Hand** feature if you would like to speak.

  - The Raise Hand feature is located in the Participant panel.

- Any questions not answered during the presentation will be addressed at the end of the session.

Continuing Professional Education Requirements for CPAs

- **Polls are Required for CPEs**
  - If you are seeking CPE credits, please submit ALL polls and the conference evaluations.

- We use **Polls** and the **Zoom attendance record** to verify participation throughout the webinar.
  - **Participants must submit ALL polls** and **be logged in no later than 10 minutes after the scheduled session start time to receive a certificate.**

- You may request a certificate of completion via the conference evaluations.
  - Links to the evaluations are emailed to all registrants.

- For more information on CPE credits, contact Lindsay Wells at consult.lwells@gmail.com.

Today's Speakers

Anne Mola
CFO
NewVue Communities

Anne joined NewVue in 2008 to develop and implement an infrastructure and systems to support financial operations during a time of rapid agency growth. In addition to serving as the CFO, in 2018, Anne led the launch of a program in 2018 to evaluate NewVue's technology needs, identify ways to increase efficiency using technology and address the expanding need for security.

Prior to coming to NewVue, Anne spent 25 years as a CPA working in public accounting and later as a consultant providing outsourced CFO services to nonprofit organizations. Anne has impacted business and nonprofit security through the design an implement of internal controls systems with strong results in mitigating financial risk.

amola@nvcomm.org

Tom Maynard
VP of IT
Mercy Housing

Tom is in his 6th year at Mercy Housing with responsibilities for the Mercy Housing Project Management Office, Innovation, as well as launch and ownership of the Mercy Housing Information Security Program.

Tom came to Mercy Housing following a 30yr career with IBM that included several leadership roles and background in Business Controls Management, Global Programs and Project Ownership, CSO HQ Innovation Leadership, New Program Formation and Leadership, IBM Global Services Application Product Ownership, and Global CritSit / Troubleshooter.

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Topics:

- The Risk Environment - Active 'Threatscape'

- Cornerstones of a Security Program

- Tips and Practical Steps

Threatscape

Cybersecurity is a Risk Discipline, not a Technical Discipline

145 Million
New Malware Samples in 2019 (39 Million 1Q'20)
- Increasing Sophistication

Every 39 Seconds
Computer and Network Attacks

74% of phishing attacks involve credential phishing
- Social Engineering

6.4 Billion
fake emails every day

150 Million Ransomware attacks Jan-Sept 2019
- Avg Company Size 600

6,300 Dark Web Marketplaces
Selling Ransomware with 45,000 Product Listings

Ransomware Risks
- Q4'19 Average $84K
- 16.2 Avg Days Downtime
- 3rd Party Claims
  - Data Exfiltration (Security/*Privacy*)

$6 Trillion/Year Anticipated global ransomware costs by 2021

$7.5 Billion
US 2019 Ransomware costs

Top 5 Threats:
1. Phishing
2. Malware
3. Cyber attacks/disrupt
4. Cyberattacks/steal
5. Fraud

Small Organizations
receive malicious emails at a higher rate

Closer to Home

Mercy Housing InfoSec

NewVue Communities

Poll Question #1

Cornerstones of a Security Program

Seven in ten (71%) of leaders surveyed believe cyberwarfare is an imminent threat to their organization.

Cybersecurity is a Continual Transformation

Every sustainable business transformation is underpinned by strong executive support, and cyber security is no different. Long-term shifts in staff mindsets and behaviors require senior business executives to role model expected attitudes, beliefs, and practices.

P. Zongo
CEO Cyber Leadership Institute

Executive Support – 'Tone at the Top'

Recognition / Acknowledgement of Need
- Awareness of the Environment and Potential Business Impact

Organizational Risk Tolerance
- Work / Risk Balance
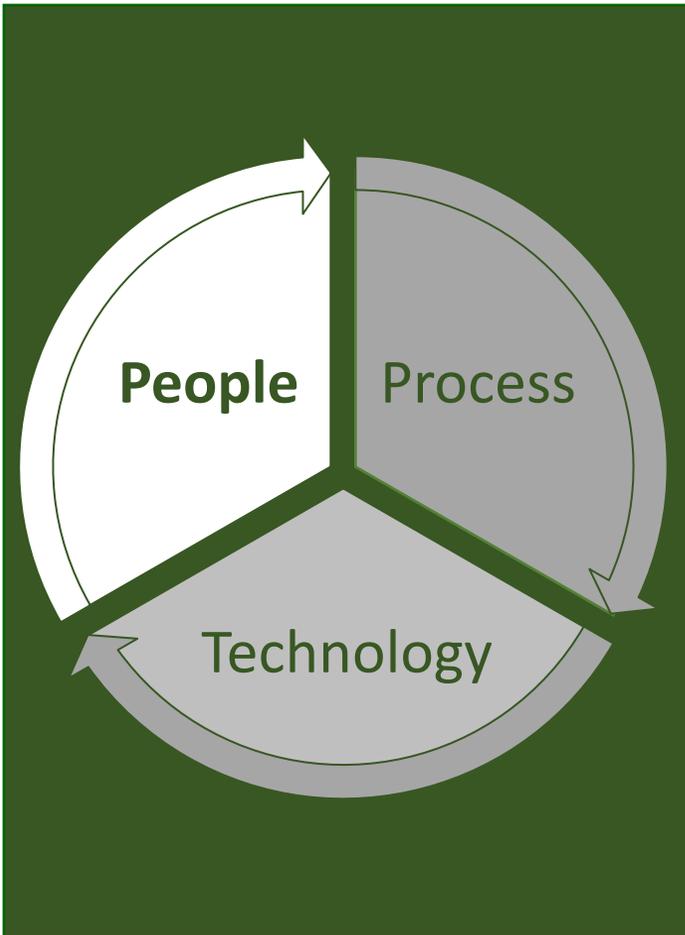- Mitigation / Partner Considerations (Cyber Insurance, Recovery Support)

Investments
- Ownership / Staffing
- Training
- Tools

Security Culture
- Expectations and Support

Poll Question #2

Cornerstones of a Security Program

People:

Security Culture
- Why / Relatability
    - Transferrable Knowledge
- Partnership vs Punitive

Training
- Awareness
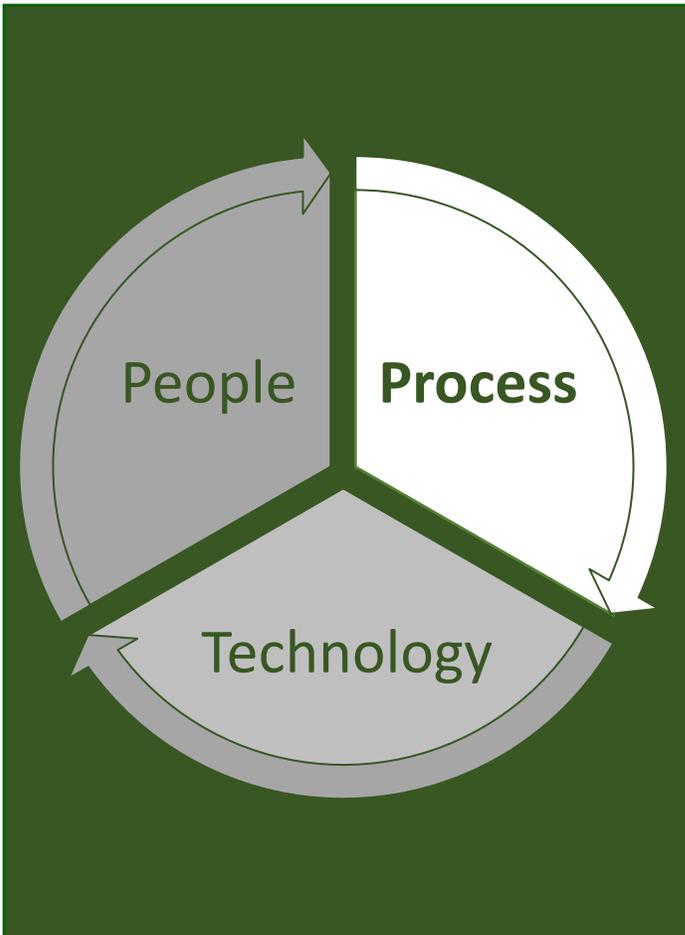- How to be Successful
- Where to Get Help

Test and Re-enforce
- How are WE doing?
- Continual Improvement Focus

People

Process

Technology

❑ *Recognize Risk Factors of the COVID Disruption:*

- *Novice Remote Workers*

- *Mobile Devices*

- *Unsecured Networks*

- *Distraction*

Poll Question #3

Cornerstones of a Security Program

Process:

What is on my Network?
- Current View of Devices, Decommissioning

Who is on my Network?
- Onboarding / Offboarding
- Privileged Accounts
- Regular Auditing

Know What to Do When
- Maintain/Refine when Things Go Well….
- Act Swiftly When They Do Not
  - Escalation / Communications
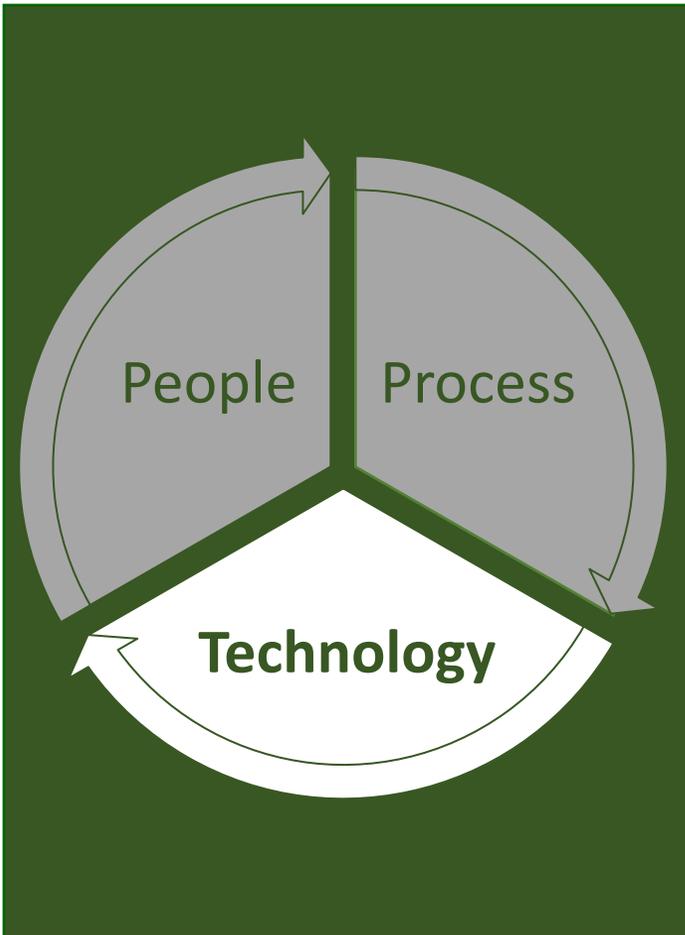 - Disaster Recover

- ❑ CI Focus
  - What can we do better / smarter?
- ❑ Know and Apply Best Practices
  - Complex Passphrase / Passwords
  - Least Privilege
  - Multi-Factor Authentication
  - …
- ❑ Test / Audit Plan

Cornerstones of a Security Program

Technology:

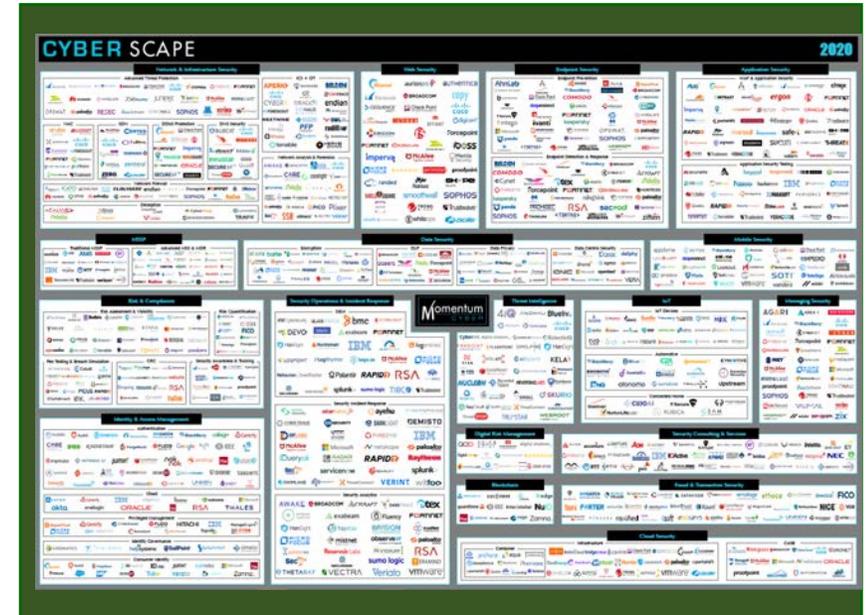**Understand and Prioritize Your Organization's Needs**

- Affordability
- Supportability

Suite vs Niche Solutions

- Benefits / Gaps

Peer Roadmaps / Experience

- Shared Experience, Lessons Learned
- 'Fellow Travelers vs Guides'

Options Can Be Overwhelming - Ultimately the Best Technology Solutions Rely On:

- Understanding – Alignment to Need
- Discipline to Apply

Appendix:

Mercy Housing:		
About Mercy Housing (Fact Sheet)		
Cybersecurity Staff: 1.0 FT Security Analyst, .5 Junior Analyst		

Tips / No Cost / Low Cost Solutions			
Mailflow rules • Creating a Banner for External Email Alert • Creating a Banner for Suspected (Persistent) Phishing Emails • Blocking Executive Spoofing Emails	Microsoft Word Document	Privilege ID Management (Azure)	Microsoft Word Document
Adding and Using a Phish Reporting Button for Users (Outlook)	Microsoft Word Document	Multi-Factor Authentication	Microsoft Word Document
• **Referenced Material:** • Cyberscape Vendor Graphic from Slide 12 Thumbnail			