Software SIG

SIG Leaders:

ASQ 509 / 511: Rhonda Farrell, Kristine Hejna, Danny Moore

Committee Members:

Salwa M Abdul-Rauf  James (Jim) Simpson
Aaron Dagen  Farzad Aidun
Lance Kelson  Michael Kouremetis
Chris Lenk  Mary E. Lewis
David L. Morse  Maryam Rahmani

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October 24, 2017
Software SIG Speakers

Current Month’s Meeting – October 24, 2017 – 5:30 PM
Speaker: Naheed Bleecker (remote speaker)
Topic: **Phishing for a Living**
Venue: FDA (White Oak)
Building 66, Room G512
10903 New Hampshire Ave
Silver Spring, MD 20993

Future Month’s Meeting – November 28, 2017 – 5:30 PM
Speakers: Jim Templin, Lynelle Korte, Bill Brody, Cynthia Nazario
Topic: **ASQ Transformation Initiative**
Venue: FDA (White Oak)
Building 66, Room G512
10903 New Hampshire Ave
Silver Spring, MD 20993
SPECIAL RECOGNITION TO OUR SITE HOST

Mr. James Simpson, FDA OC-OCS

Ms. Patricia Spillar, PhD, RAC, CCRP, ASQ CQA
FDA is an agency within the Department of Health and Human Services.

The FDA's organization consists of the Office of the Commissioner and four directorates overseeing the core functions of the agency: Medical Products and Tobacco, Foods, Global Regulatory Operations and Policy, and Operations.
Celebration of the Prior Years

Prior Leadership & Committee Member Recognition

Scott Ankrum  Richard Eng  Alfred Krumholz  Tom Starai

Farzad Aidun  Aaron Dagen  Chris Jones  Lance Kelson
Special Recognition

MITRE-2 Awardees in September, 2017

Dr. Michaud  Dave Morse  Chris Lenk  Michael Kouremetis  Danny Moore
Salwa M Abdul-Rauf  Jim dela Houssaye  Hung Ngo & Kristine Hejna  Mary Lewis  Kari Repka
FDA Awardees

Patricia Spillar

James Simpson
Naheed Bleecker is currently a cybersecurity consultant at TrustArc, focusing on GDPR readiness projects and security assessments. Most recently she was Vice President of Information Technology at Cielo where she was responsible for the Global Infrastructure team, and acts as the CISO. Cielo has been named #1 in Global Recruitment Process Outsourcing (RPO) by HRO Today Magazine. Prior to that she was a Senior IT Security Manager a CUNA Mutual Group, where she was responsible for the security awareness program, impacting over 4000 employees at multiple locations. Ms. Bleecker realizes the importance of securing the most critical endpoint in the organization: the human. Ms. Bleecker has coordinated year-long initiatives such as testing, newsletters, and contests. These efforts culminate in the annual October capstone events in recognition of NCSAM. She attributes the success of her programs to the collaboration with other departments such as Communications, Privacy and Records Management.
These criminals are professionals!

- Research your organization
- Customize attacks
- Prey upon customer service culture
- Your organization may not be ultimate target
- Security by obscurity is not a strategy
- Cyber safety best practices apply to work and home
Establish a baseline, set goals

• Number of attendees in required or optional training
• Targeted testing
• Alerts in Data Loss Prevention (DLP) tools
• Number of compromised systems
• Proactive notifications to the Service Desk
• Survey your population—is there a positive attitude towards your efforts and your team?
What are YOUR Goals?

• Checking a box or changing behavior?
• Annual training or continuous improvement?
• Reinforcing good behavior?
• Educating or punishing?
• Having fun?
Track the Defects

- Click counts on “bad” links
- Employees not reporting an “oops”
- Repeat offenders
- IT team using Admin credentials
- Actual breach
Actions to Build an Awareness Culture

• Secure executive sponsorship and engagement
• Stakeholder analysis
• Ensure controls are in place
• Customize your training and testing
• Encourage information sharing and dialogue
• Outreach: volunteer to educate outside of work
Resources

SANS Secure the Human program
  o [https://securingthehuman.sans.org/](https://securingthehuman.sans.org/)

National Cyber Security Alliance
  o [https://staysafeonline.org/](https://staysafeonline.org/)

Secure Mentem

Social media influencers—become one!