

Awareness raising in promoting culture of cyber security: recent work by ENISA



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Content

ENISA objectives & scope

Awareness raising as part of ENISA work

Recent ENISA deliverables on AR



ENISA objectives

Enhance the capability of EU bodies and Member States

Provide assistance and deliver advice

Develop and use a high level of expertise

Assist the Commission

ENISA scope of activities



To be a...

- stimulator
- catalyst
- promoter
- advisor
- facilitator



Not to be a...

- scientific lab
- analyst service
- CERT
- evaluation body
- standards body

ENISA multi-annual thematic work programme 2007-2009

MTP 1 Improving resilience in European eCommunication networks

- ★ By 2010 the Commission and at least 50% of the Member States have made use of ENISA recommendations in their policy making process
- ★ By 2010, service providers covering at least 50 million users use ENISA recommendations to improve resilience

MTP2 Developing and maintaining cooperation models

- ★ By 2010, at least 10 Member States have participated in at least 3 different co-operation models.

MTP3 Identifying emerging risks for creating trust and confidence

- ★ By 2010, at least 20 stakeholders or stakeholder organisations from at least 10 Member States refer to ENISA as point of reference for discussing the nature and impact of emerging security challenges in the Information Society.

Why information security awareness?

- ★ Awareness is key for raising the general level of interest and concern among citizens and employees and ensuring the effectiveness of security controls as end users are often the weakest link.
- ★ Awareness is the 'what' component of the security policy and strategy of every organisation which tries to change the behaviour and practice of its targeted audience.
- ★ Data loss is not just an IT or security issue but is a business issue that reaches into many corners of an enterprise and thus impacts on economy as whole.

The Importance of Information Security Awareness

- ★ Three concepts needs to be fully considered for improving the effectiveness and efficiency of AR initiatives:
 - ★ Malicious users that seek to expose an organisation to risk.
 - ★ People are aware of some information security issues but as users of ICTs they make poor decisions.
 - ★ People are not necessarily motivated to perform at the required levels needed for secure actions.
 - ★ Users of ICTs are poorly trained and in general have poor security awareness.



Awareness of the risks and available safeguards is the first line of defence for the security of information systems and networks

ENISA work on awareness raising

- ★ Help monitoring the progress in national approach to AR.
- ★ Provide an inventory of good practices that have been run or planned in public/private organizations.
- ★ Develop dissemination plans to share good practices.
- ★ Contribute to the implementation of an information security culture in the Member States by encouraging users to act responsibly and thus operate more securely.
- ★ Provide material that could be customised and presented to organizations to facilitate their work and initiatives on awareness raising.

Selected AR deliverables (1)

- ★ **Information security awareness: Local government and Internet Service Providers Report**

The purpose of the report is to provide an overview of recent European awareness programmes targeting local government and ISPs.

The study consists of several examples and case studies of good practice in awareness raising all over Europe. The study is available both as a printed copy and downloadable in EN, FR and DE.

- ★ **Information Security Awareness Initiatives: Current Practice and the Measurement of Success.** The study offers a perspective on what governments and private companies are doing to assess the impact and success of awareness raising activities.

It is available in ALL official EU languages.

Both reports are available in a book published under the title: "Raising Information security Awareness across Europe". (EN)

Selected AR deliverables (2)

- ★ **The new users' guide: How to raise information security awareness** is an updated and expanded Guide, pointing out both key factors for successful awareness raising, as well obstacles, and practical advice on how to overcome them. The new Guide contains four new major improvements compared to the first Guide launched two years ago: a new visualized process modelling, it identifies Key Performance Indicators for success, presents 6 case studies, as well as provides a new toolbox of 11 templates/samples from across Europe.
- ★ **Obtaining support and funding from senior management for awareness raising initiatives** points out obstacles and challenges to obtain support and funding from senior management and provides practical advice on how to overcome these issues during the planning and implementation phases of an information security programme. This report is the result of the work of the Awareness Raising Section and some members of the AR Community. Target audience is Chief information officers, communication specialists and others who would like to organise an AR initiative in a company.

Selected AR deliverables (3)

- ★ **Secure USB Flash drives** highlights the potential misuse of USB flash drives to breach security of corporate data or introduce malicious code. The Agency shares good practice in minimising the risk of uncontrolled use of such devices which can cost business anything from €65,000 to €1.6 million (£51,100 to £1.25 million) per security violation.
- ★ **Secure printing** gives a brief outline of the data which is susceptible to security breaches/incidents, highlights potential risks associated with document printing and copying, and lists good practice guidelines which aiming to overcome secure printing obstacles within their organisations.
- ★ **Children on virtual worlds - *What parents should know*** giving recommendations to parents and guardians whose children participate in online virtual worlds.
- ★ **Social Engineering: *Exploiting the Weakest Links***
The purpose of this Whitepaper is to explain and address the increasing problem of Social Engineering attacks. It is also the purpose to offer recommendations on how to combat this threat. It includes an interview with the world famous former hacker Kevin Mitnick.



Awareness Raising
Community

ENISA AR community

- ★ The ENISA's AR community was launched last February and is counting 170 members from 38 countries as of September 2008.
- ★ Networking with information security experts from other organisations
- ★ Exchanging information on EU good practices
- ★ Receiving bulletins, copies of the AR Section publications
- ★ Ordering free AR Section deliverables for your events
- ★ Taking part and presenting in ENISA AR events
- ★ Attending and contributing to monthly conference calls
- ★ Accessing high-level content provided by speakers at this year's calls
- ★ Publication: **Key facts and figures about the Awareness Raising Community and its members** is an electronic booklet presenting the AR community and its members, through a series of illustrations and graphs. A second version will be published in October 2008 including an update according to new registrations.

How useful is ENISA's work?

Put the deliverables on use and give us feedback.



... scope for improvement?

Eager beaver ...?



AR deliverables available at http://www.enisa.europa.eu/pages/05_01.htm

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