
Promoting a Culture of Cybersecurity

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Introduction to Promoting a Culture of Cybersecurity

- Societies are increasingly dependent on information and communication networks that span the globe
- Continuing changes in the use of ICT, systems networks, and the entire IT environment:
 - Increasingly powerful PCs
 - Converging technologies
 - Widespread use of the Internet have replaced what were modest, stand-alone systems in predominantly closed networks
 - Change in the way information is exchanged
 - Increasing interconnectivity
- To address these threats, protect infrastructures and promote a culture of security, each country needs a comprehensive national action plan that addresses the related technical, legal and policy issues, combined with regional and international cooperation.



Nature and Scope of Cybersecurity Around the World

Countries see cybersecurity as:

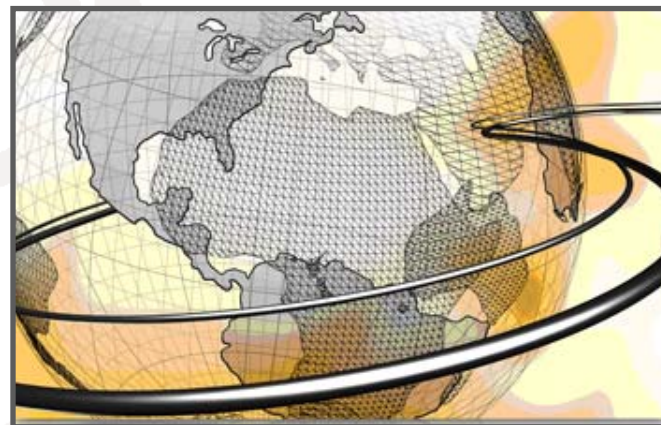
- a technical, network or information technology issue, or
- a developmental issue because ICT services need secure and reliable networks, or
- an economic issue relating to maintaining business continuity or economic advantage, or
- a law and enforcement issue to deal with cybercrime and criminalizing the misuse of ICTs, or
- a national security issue relating to critical information infrastructure protection (CIIP).

Any international road map for cybersecurity must address all these different national perspectives.

All stakeholder groups have a role to play in promoting a global **culture of cybersecurity**.

Promoting a Culture of Cybersecurity

- Promote a culture of cybersecurity consistent with UNGA Resolutions:
 - **Resolution 57/239**,
Creation of a global culture of cybersecurity
 - **Resolution 58/199**,
Creation of a global culture of cybersecurity and the protection of critical information infrastructures



UN Resolutions (57/239 & 58/199) Related to a “Culture of Security”

- **UN Resolution 57/239** (2002) on the “Creation of a global culture of cybersecurity”
- Identifies nine elements for creating a global culture of cybersecurity:

- a) **Awareness**
- b) **Responsibility**
- c) **Response**
- d) **Ethics**
- e) **Democracy**
- f) **Risk Assessment**
- g) **Security Design and Implementation**
- h) **Security Management**
- i) **Reassessment**

UN Resolution (57/239)

Elements for Creating a Culture of Security

- a) **Awareness:** Participants should be aware of the need for security of information systems and networks and what they can do to enhance security;
- b) **Responsibility:** Participants are responsible for the security of information systems and networks in a manner appropriate to their individual roles. They should review their own policies, practices, measures and procedures regularly, and should assess whether they are appropriate to their environment;
- c) **Response:** Participants should act in a timely and cooperative manner to prevent, detect and respond to security incidents. They should share information about threats and vulnerabilities, as appropriate, and implement procedures for rapid and effective cooperation to prevent, detect and respond to security incidents. This may involve cross-border information-sharing and cooperation;
- d) **Ethics:** Given the pervasiveness of information systems and networks in modern societies, participants need to respect the legitimate interests of others and recognize that their action or inaction may harm others;

UN Resolution (57/239)

Elements for Creating a Culture of Security

- e) **Democracy:** Security should be implemented in a manner consistent with the values recognized by democratic societies, including the freedom to exchange thoughts and ideas, the free flow of information, the confidentiality of information and communication, the appropriate protection of personal information, openness and transparency;
- f) **Risk assessment:** All participants should conduct periodic risk assessments that identify threats and vulnerabilities; are sufficiently broad-based to encompass key internal and external factors, such as technology, physical and human factors, policies and third-party services with security implications; allow determination of the acceptable level of risk; and assist in the selection of appropriate controls to manage the risk of potential harm to information systems and networks in the light of the nature and importance of the information to be protected;
- g) **Security Design and Implementation:** Participants should incorporate security as an essential element in the planning and design, operation and use of information systems and networks;

UN Resolution (57/239)

Elements for Creating a Culture of Security

- h) Security Management:** Participants should adopt a comprehensive approach to security management based on risk assessment that is dynamic, encompassing all levels of participants' activities and all aspects of their operations;
- i) Reassessment:** Participants should review and reassess the security of information systems and networks and should make appropriate modifications to security policies, practices, measures and procedures that include addressing new and changing threats and vulnerabilities.



UN Resolutions (57/239 & 58/199) Related to a Culture of Security

- **UN Resolution 58/199** (2004) further emphasizes the “promotion of a global culture of cybersecurity and protection of critical information infrastructures”
 - Recognizes the growing importance of information technologies for the promotion of socio-economic development and the provision of essential goods and services
 - Notes the increasing links among most countries’ critical infrastructures and that these are exposed to a growing number and a wider variety of threats and vulnerabilities that raise new security concerns
 - Recognizes that effective protection requires communication and cooperation nationally and internationally among all stakeholders and that national efforts should be supported by effective, substantive international and regional cooperation among stakeholders
 - Encourages Member States and relevant regional and international organizations that have developed strategies to deal with cybersecurity and the protection of critical information infrastructures to **share their best practices** and measures that could assist other Member States in their efforts to facilitate the achievement of cybersecurity



WSIS and Promoting a Global Culture of Cybersecurity

From WSIS Phase II: *Tunis Agenda*

39. We seek to build confidence and security in the use of ICTs by strengthening the trust framework. **We reaffirm the necessity to further promote, develop and implement in cooperation with all stakeholders a global culture of cybersecurity**, as outlined in UNGA Resolution 57/239 and other relevant regional frameworks.

This culture requires **national action** and **increased international cooperation** to strengthen security while enhancing the protection of personal information, privacy and data. Continued development of the culture of cybersecurity should enhance access and trade and must take into account the level of social and economic development of each country and respect the development-oriented aspects of the Information Society.

Foundation for Cybersecurity Action

International and Regional Efforts include:

- United Nations General Assembly (UNGA) lead initiatives
- G8 activities
- Council of Europe (CoE) Convention on Cybercrime
- ENISA initiatives
- European Commission activities
- Regional Commonwealth in the field of Communications (RCC) activities
- Asia Pacific Economic Cooperation (APEC)
- Organization of American States (OAS)
- Arab League initiatives
- Gulf Cooperation Council (GCC) initiatives
- Organization for Economic Cooperation and Development (OECD) activities
- World Summit on the Information Society (WSIS) and its action line C5 dedicated to building confidence and security in the use of ICTs
- **ITU Global Cybersecurity Agenda (GCA) initiative**
- ITU-D Study Group 22/1: Best practices for developing a culture of cybersecurity
- Etc.

The Role of Government

- Governments are responsible for ensuring that their citizens are protected
 - Protecting a country includes protecting its ICT infrastructures
- Governments have the central task of coordinating and implementing a national cybersecurity strategy
 - Ensuring that the national policy is flexible and adaptive
 - Coordinating responsibilities across authorities and government departments
- Governments are responsible for creating new (or adapting existing) legislation to criminalize the misuse of ICT, to curb abuses and to protect consumer rights
- Governments to **lead** national, regional, international cooperation activities
 - To protect national infrastructures effectively, national strategies must be matched with an international approach
 - Frameworks for cooperation that expand across national jurisdictions, with the sharing of skills, knowledge, and experience, are essential

The Role of the Private Sector and Industry

- As the owners and operators of most of the ICT and critical infrastructures, private sector entities have a central role to play in cybersecurity
- Private sector technical expertise and involvement are paramount in the development and implementation of national cybersecurity strategies
- Early warning and rapid response are key to protecting business assets, and in many countries, the private sector is typically the first to assess technological changes and threats
- Private sector participation in building a culture of security through involvement in relevant technical security forums or standards-development organizations is key

The Role of Individuals, Civil Society and Academia

- Cybersecurity is at its core a shared responsibility
- Governments and businesses must help people obtain information on how to protect themselves — and thus the community at large
- With the right tools readily accessible, each participant in the Information Society is also responsible for being alert and protecting themselves



Fostering a Culture of Cybersecurity: Focus is on People

- Other elements in the ITU-Q Q22/1 Management Framework for Organizing National Cybersecurity/CIIP Efforts focuses on Government, Industry and Technology
- The Culture of Cybersecurity element addresses the **People** -- users and their need to practice cybersecurity
- Calls for development of tools and procedures to support and train users to become more responsible cyber-citizens



Key Drivers for a Culture of Security in Some Countries

- Two main drivers which support the development of a culture of security at the national level:
 - Implementation of e-Government applications and services, and promotion of e-Business and online commercial applications
 - Protection of national critical information infrastructures (CII)
- Privacy as an indirect driver for the development of a culture of security



Commonalities in Cybersecurity Approaches Taken by Countries

- In developing and implementing national policies for a culture of security, governments have been seen to adopt:
 - A multi-disciplinary and multi-stakeholder approach
 - A high-level governance structure
- International cooperation for fostering a culture of security
 - It is important that countries are involved in international networks and cooperation activities in the different areas essential for cybersecurity (legislation, enforcement, watch, warning and incident response, standards development, etc.)

Source: OECD 2005 Survey on Practical Initiatives to Promote a Culture of Security

Focus Areas in OECD Countries

Areas of high attention:

- Combating cybercrime
- Creating National CERTs/CSIRTs (Computer Emergency Response Teams/Computer Security Incident Response Teams)
- Engaging in cyber-security awareness raising activities
- Fostering education

Areas with less attention:

- Research and development
- Evaluation and assessment
- Outreach to small and medium sized enterprises (SMEs)

Source: OECD 2005 Survey on Practical Initiatives to Promote a Culture of Security

We Need a Paradigm Shift

- The application and use of ICTs in business and societal interactions requires a change in culture:
 - Privacy, protection of personal data, information, protection of children, etc. other drivers to help in the effort.
 - Awareness of and responsibility for security needs to be further emphasized.
 - Enhanced international and cross-border cooperation and collaboration is required to help everyone reach higher levels of cybersecurity.

Role of Education and Training

- In organizing national cybersecurity efforts it is important to develop education and training programs for:
 - Government systems and networks
 - Business and academic enterprises
 - Individual users and civil society
- Supported by investments in Science and Technology as well Research and Development for increased cybersecurity and critical information infrastructure protection

No matter what steps individual countries might take to safeguard their own critical information infrastructures and foster a culture of cybersecurity,

None of us will be secure until the least secure among us has addressed the issue.

New technologies gives us a shared opportunity, but also shared vulnerability and shared responsibility.



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Links and Material

- Details on activities undertaken by ITU in the area of cybersecurity can be found at:
 - www.itu.int/cybersecurity/
- ITU Cybersecurity Gateway (an easy-to-use information portal on national and international initiatives worldwide) can be found at:
 - www.itu.int/cybersecurity/gateway/
- Information on the ITU Global Cybersecurity Agenda (GCA) can be found at:
 - www.itu.int/gca/
- ITU Development Sector (ITU-D) resources and activities related to cybersecurity can be found at:
 - www.itu.int/ITU-D/cyb/cybersecurity/
- The ICT Security Standards Roadmap produced by the ITU Standardization Sector (ITU-T) is accessible at:
 - www.itu.int/ITU-T/studygroups/com17/ict/
- ITU Plenipotentiary Resolution 130: "Strengthening the role of ITU in building confidence and security in the use of information and communication technologies" (Antalya, 2006), can be found at:
 - www.itu.int/ITU-D/cyb/cybersecurity/docs/security-related-extracts-pp-06.pdf

Thank You for Your Attention!

For additional information
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