



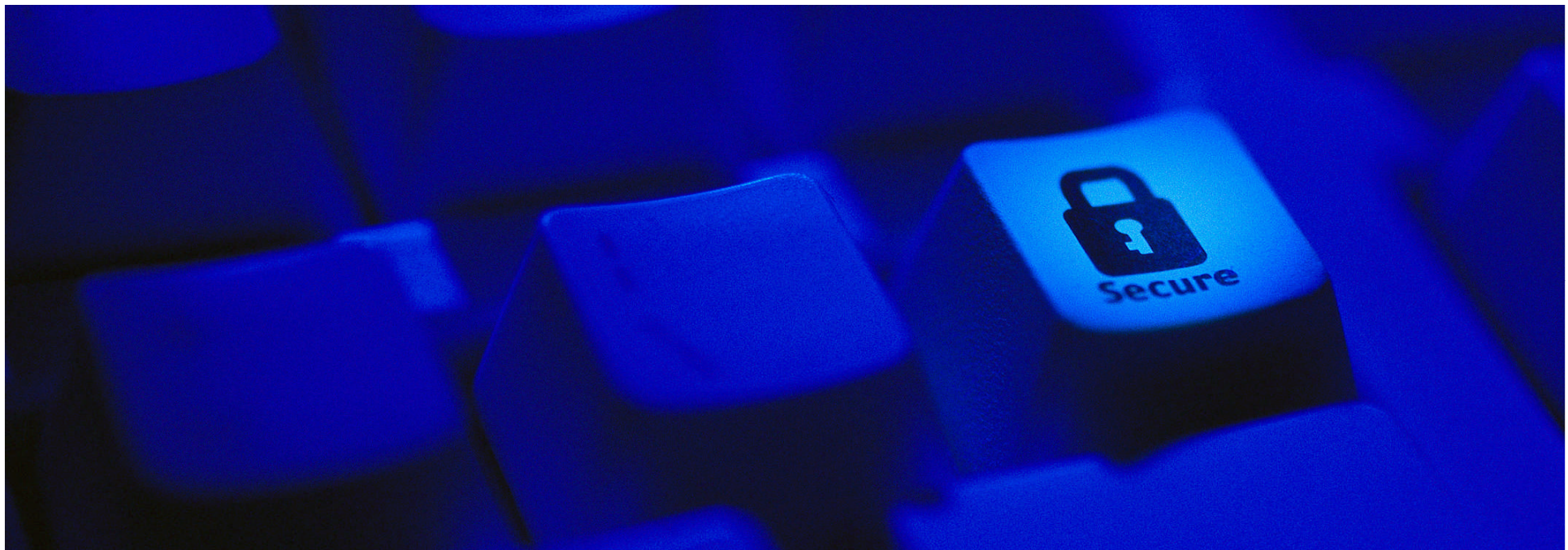
Knowledge Transfer Networks

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People – your greatest asset, your greatest vulnerability?

Nigel Jones, Director, The Cyber Security Knowledge Transfer Network

Presentation to the BCS, University of Edinburgh, 11 February 2009





Last Updated: Wednesday, 21 November 2007, 16:30 GMT

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Brown apologises for records loss

Prime Minister Gordon Brown has said he "profoundly regrets" the loss of 25 million child benefit records.

He apologised in the Commons for the "inconvenience and worries" caused and said the government was working to prevent the data being used for fraud.

But Conservative leader David Cameron said the government had "failed in its first duty to protect the public".

The Revenue and Customs data on the two missing discs includes names, dates of birth, bank and address details.

'Mistakes'



Mr Brown said the government was not "complacent" about the losses

Watch Brown apologises

VIDEO AND AUDIO NEWS
Police searching the offices where the records were lost

Watch

BENEFIT DISCS LOST

KEY STORIES

- Discs loss 'entirely avoidable'
- MoD 'Facebook generation' fear
- New boss for HMRC after data slip
- Tougher data rules for Whitehall
- More firms 'admit disc failings'
- £20,000 reward offered for discs
- Fresh benefit data lapse admitted
- Discs 'worth £1.5bn' to criminals



Queries answered
BBC personal finance reporter Jennifer Clarke answers your questions on the crisis

FEATURES AND BACKGROUND

- Q&A: Child benefit records lost
- Government letter: full text

7.45pm BST

Another MoD laptop stolen

Press Association

[guardian.co.uk](#), Sunday July 20 2008 19.42 BST



A larger | smaller

[UK news](#)

[Military - Crime](#)

The Ministry of Defence tonight confirmed another laptop with "sensitive information" on has been stolen while one of their officials checked out of a hotel.

An MoD spokesman said the theft from the Britannia Adelphi hotel in Liverpool city centre on Thursday brought the total of laptops stolen to 659.

On Friday the MoD admitted that 658 of its laptops had been stolen over the past four years - nearly double the figure previously claimed.

The department also said 26 portable memory sticks containing classified information had been either stolen or misplaced since January.

However, the MoD insisted its policies were "generally fit for purpose", and said all data losses were fully investigated.

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Nationwide Building Society

Nationwide under fire for customer data loss

£75 spent on encryption software could have averted the blunder

Written by Clement James

vnunet.com, 20 Feb 2007

Nationwide Building Society could have easily and cheaply avoided the financial loss and reputation damage it suffered recently when one of its laptops containing the details of nearly 11 million customers was stolen, it was claimed today.

The organisation was fined £980,000 by the Financial Services Authority when the laptop was stolen from an employee's home last year.

Security company Wick Hill claimed that companies can easily and inexpensively protect against this kind of

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HSBC loses data of 370,000 customers

By Martina Smit and agencies

Last Updated: 1:43AM BST 09 Apr 2008



HSBC said the disc contained no bank account numbers or addresses

HSBC is facing a possible investigation by the Financial Services Authority (FSA) after admitting that it has lost a disc containing details of 370,000 customers.

Personal data including the names, dates of birth and the life insurance cover levels of mortgage holders who borrowed from the bank was stored on the disc, which went missing around four weeks ago.



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The Problem...

- Culture?
- People?
- Systems?
- Applications?
- Policies?
- All of these and more? Design?



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A short introduction to (aspects of) behavioural psychology



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**Two thirds of what we see is behind our eyes
(Chinese proverb)**



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Communications theory...

Input > Output >  Out-take > Outcome



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Paul Watzlawick (and others...) - “*One Cannot Not Communicate*”

***Actions, deeds, speech, body language,
environment, one’s presence...***



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Data loss...

- The cause(s) of the problem
- The relationship between security and risk staff and other staff
- The benefits and limitations of awareness campaigns
- Bringing about behavioural change
- Building in security, assurance and privacy



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The design challenge

- Security of stuff
- Identity as a concept
- Privacy as a feeling
- Security as an experience
- Secure and private by design



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Why good design?

- Cost

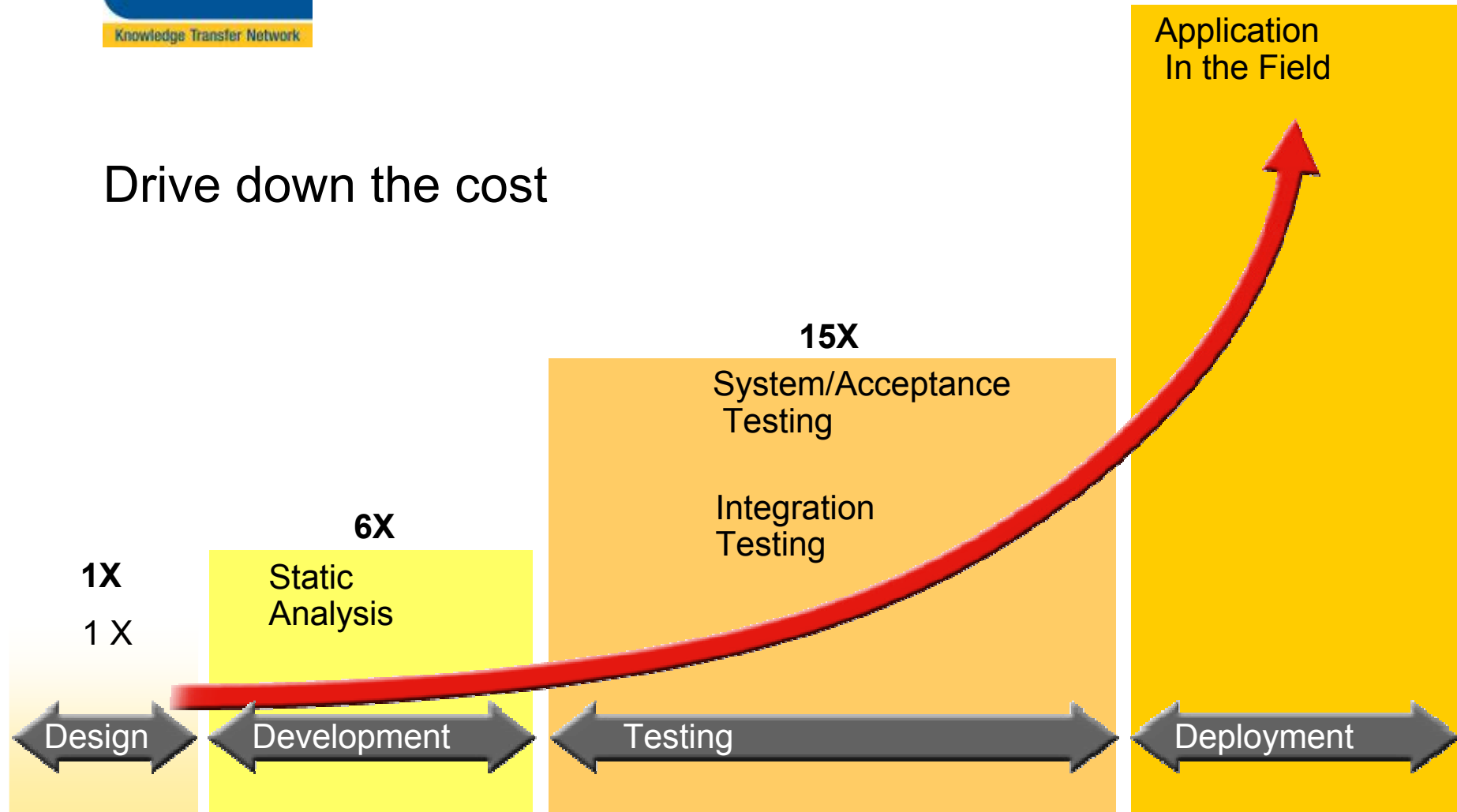


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Drive down the cost



Source: IBM Systems Sciences Institute, 2005 – slide courtesy of Microsoft



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Why good design?

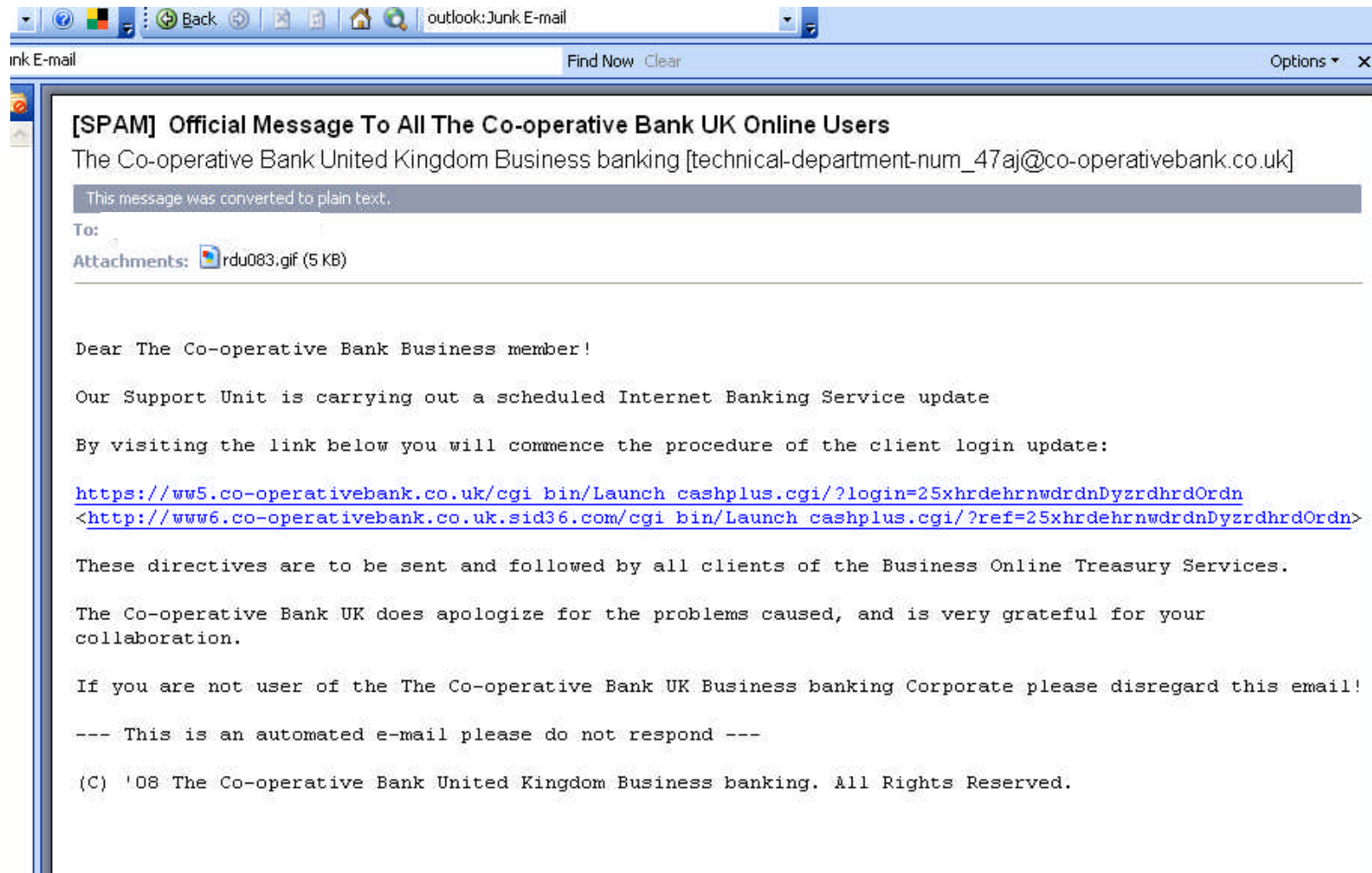
- Cost
- Vulnerable people
 - Gullible?

Cyber Security

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Dear Mr/Mrs [REDACTED]

We are committed to protecting you, with the latest technology to keep your details secure, and dedicated teams to monitor online activity and intercept any suspicious actions. And we do everything we can to protect our online customers, but the steps we take can be much more effective if you work with us to protect yourself.

12 January 2006 our security system detected an unsuccessful access attempt to your online account from Ip address **81.190.253.29** that does not correspond to your current address:

[REDACTED]
[REDACTED]

Please [click here](#) to confirm your current address or change it online.

If you do not confirm your address until 16 January 2006 your account will be **SUSPENDED** for security reasons and we will send you an activation code by post which you will need to renew your online banking service access. You will receive this within seven days if your current address is not confirmed.

Yours sincerely

A handwritten signature in black ink, appearing to read "Adrian Grace".

Adrian Grace
Security Department
Barclays Insurance Services Company Limited

Fraudulent email
www.banksafeonline.org.uk



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Why good design?

- Cost
- Vulnerable people
 - Gullible
 - Mistakes
 - Workarounds
 - Malicious insiders
- A better experience = greater confidence and inclusion



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