Running Securely Amongst Disruption

ConnectWise

Speakers

Joy Beland
Senior Cybersecurity Education Director

Brian Downey
Vice President, Security

Jay Ryerse
CTO Security Products

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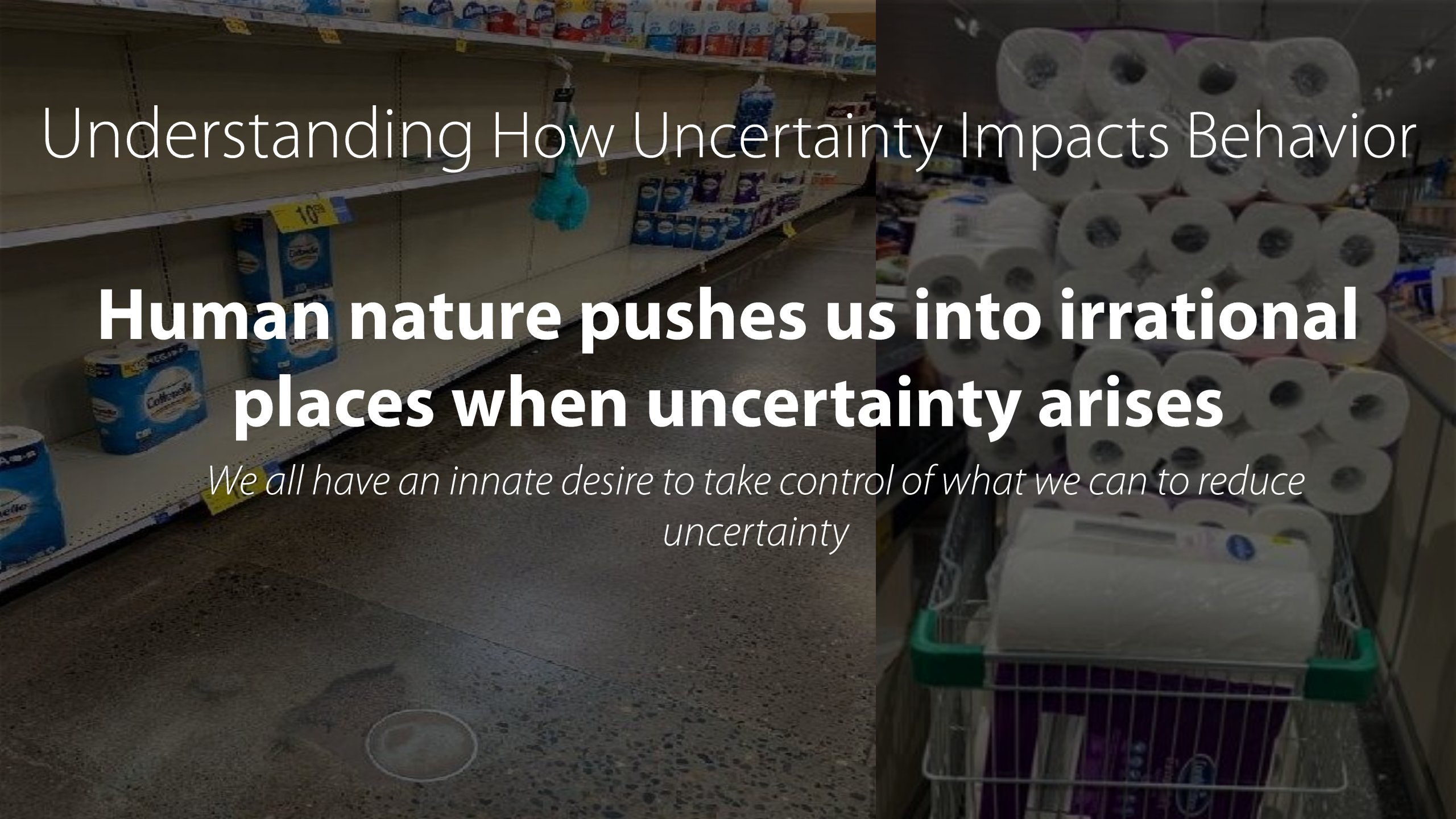
Understanding How Uncertainty Impacts Behavior



Human nature pushes us into irrational places when uncertainty arises

We all have an innate desire to take control of what we can to reduce uncertainty

MSPs Have A Key Role In Managing Uncertainty

Companies are struggling through huge areas of uncertainty given current situation

MSPs have the opportunity to have a major impact on their clients' businesses by reducing controllable uncertainty

Attackers Are Looking to Capitalize on Uncertainty

Hackers exploit coronavirus fears as cyber attacks soar

Luke Irwin 17th March 2020

KrebsonSecurity

In-depth security news and investigation

12 Live Coronavirus Map Used to Spread Malware

MAR 20

Developing Story: Coronavirus Used in Malicious Campaigns

March 16, 2020

EDITORS' PICK | 68,827 views | Mar 12, 2020, 12:28pm EST

Coronavirus Scam Alert: Watch Out For These Risky COVID-19 Websites And Emails

Thomas Brewster Forbes Staff

Cybersecurity

Associate editor at Forbes, covering cybercrime, privacy, security and surveillance.

Bloomberg

Cyber-Attack Hits U.S. Health Agency Amid Covid-19 Outbreak

Shira Stein and Jennifer Jacobs 22 hrs ago

Coronavirus test results delayed by cyber-attack on Czech hospital

29 hours ago

NEWS by Rene Millman

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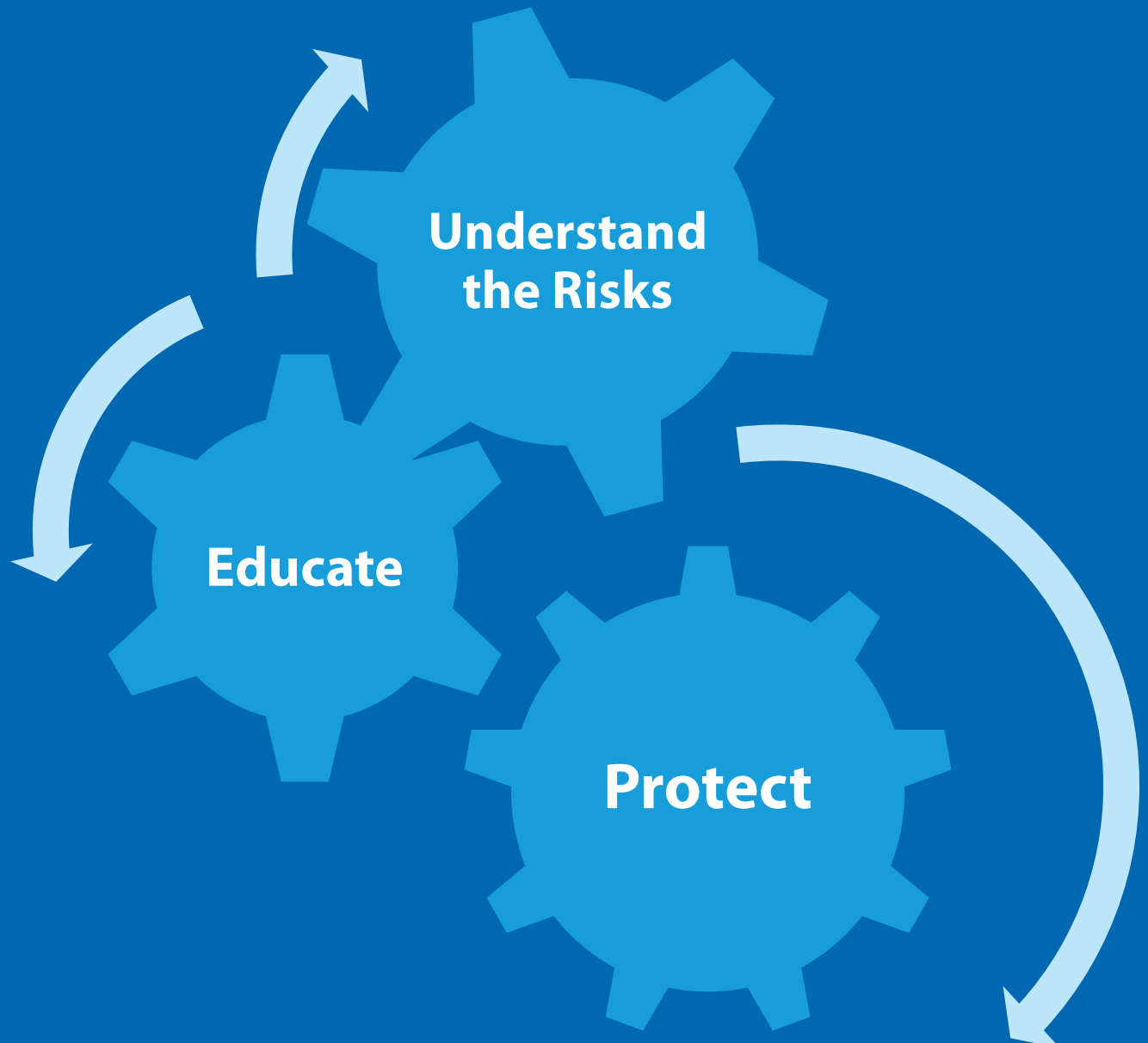
MSPs Need to Stabilize and Enable



- Allow clients to quickly identify how their changes might be creating risk
- Help clients and their users understand how things have changed and what to consider based on those changes
- MSPs need to realize the differences in tooling they require to support these new operating models

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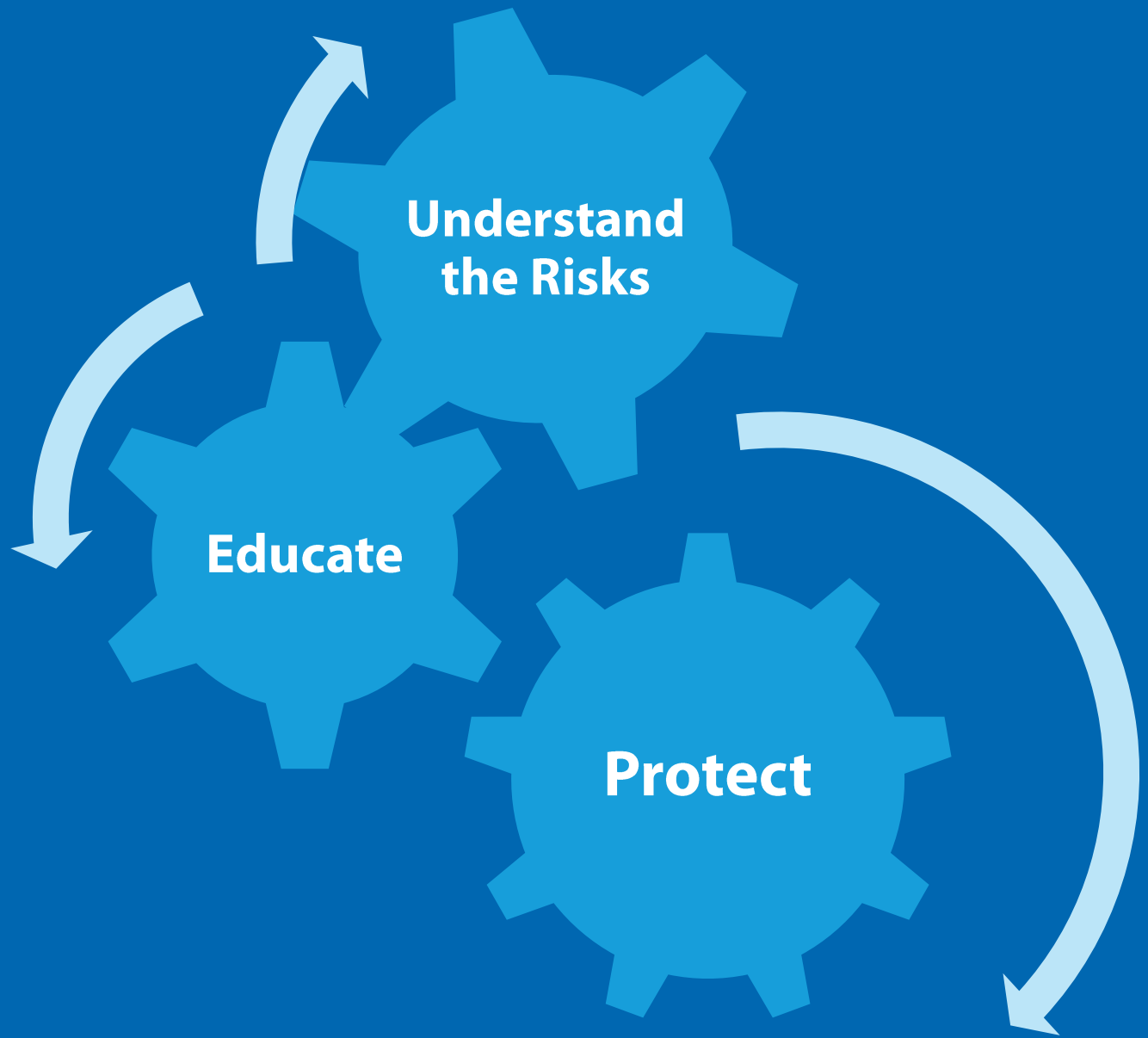
ConnectWise Offerings to Support our Clients



- New client-facing checklists and MSP guidance on securely working from home
- Live user focused security awareness training tailored to MSPs users who are newly displaced
- Free access to fully managed advanced endpoint protection with Fortify for Endpoint for displaced employees

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Discussing Risks with Clients

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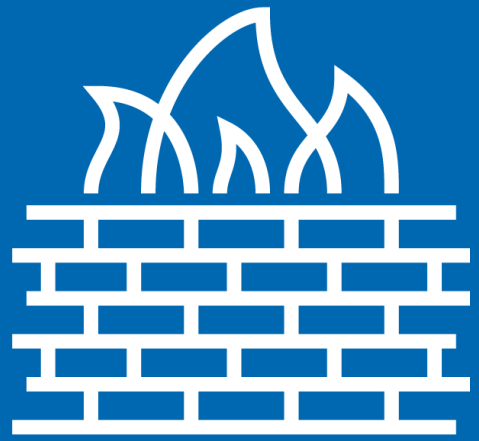
What does **remote worker** actually mean to the business?

How are we going to manage the remote users' **access to critical data**?



What happens when a user **no longer** is **protected by the firewall**?

How do we **protect the network and data**?

How do we account for company objectives like **recovery time** and **recovery point** in the event of an outage or cyber-attack?

Educating Clients

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Employee Checklist

1. White-labeled checklist designed for end users
2. Walks through the critical things to do when working remotely
3. Checklist on front, detailed info on back

Use the virtual private network (VPN) at all times.

nient, and Stress-Free

vulnerabilities. By removing unwanted or unused programs, you have reduced that risk.

5) Use the virtual private network (VPN) at all times.

We understand that it's just one more thing that you need to do before you can work. Think of it as your seatbelt when you get in the car to drive. That extra moment it takes could be the moment that saved your office network from an attack. And don't forget to re-engage the VPN every time you log on. It's easy to put your computer to sleep when you walk away to grab lunch, forgetting that you' ve logged off the VPN.

6) Turn off automatic connections on your Wi-Fi.

One easy way for hackers to gain access to your computer is Wi-Fi spoofing. For example, let's say you routinely connect to 'Joe's Wi-Fi,' so much that to save time, you click the button that says,

arranged may save you
. And don't forget to use
gent to wipe things down

king from a computer you
pically use for office work,
dates and patches to
other critical software

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Working Securely and Efficiently –Remotely

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1

Background

Joy Beland, SSAP, Security+, CSX Fundamentals
Senior Cybersecurity Education Director

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2

What every employee must know about the
vulnerabilities of working outside the company network,
and your role in protecting the company.

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Why We're Here

- Remote Workers Normally Make Up Only **3.2%** of Our Entire Workforce. **44%** of Companies Normally Don't Allow Remote Work at All
- Natural Disasters, Sick Dependents, State of Emergencies Happen. But Today's COVID-19 Scenario is Unprecedented.
- Your IT Provider Wants Your Cybersecurity Culture to Transcend the Office Walls:
  - Protect Your Family
  - Protect Your Data

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Agenda

1. Maintaining Control of Company Data Assets - **WHY** This is Important and **WHO** It's Happening To
2. Threat Vectors – **HOW** The Bad Guys Get In
3. Your Role – **WHAT** You Can Do to Protect Yourself, Your Family, and Your Data

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Cybercrime on the Dark Web

Stolen Credentials Are Used to Test for Open Door Access Into Corporate Networks

197 Days: The Average Length of Time it Takes for Organizations to Identify a Data Breach

19 Minutes to Escalation: Russian Hackers Move the Fastest

New data from CrowdStrike's incident investigations in 2018 uncover just how quickly nation-state hackers from Russia, North Korea, China, and Iran pivot from patient zero in a target organization.

By KELLY JACKSON HIGGINS, Executive Editor at Dark Reading, 2/19/2019

Stolen Credentials Are Sold Here

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Cybercrime on the Dark Web

Ransomware Attacks Costs Nearly Triple In 2019 to over $36K Per Attack

Stu Sjouwerman

The latest data from ransomware recovery vendor, Coveware, outlines the current state of the cost, duration, and recovery rate of ransomware attacks today.

Many organizations still think ransomware is merely a nuisance, impacting only a few machines and requiring only restoring backups to address. But the Coveware Q2 Ransomware Marketplace Report tells a different story.

ZDNet

Ransomware: Cybercriminals are adding a new twist to their demands

Pay the ransom or we'll leak your data is the latest trend, warns cybersecurity company.

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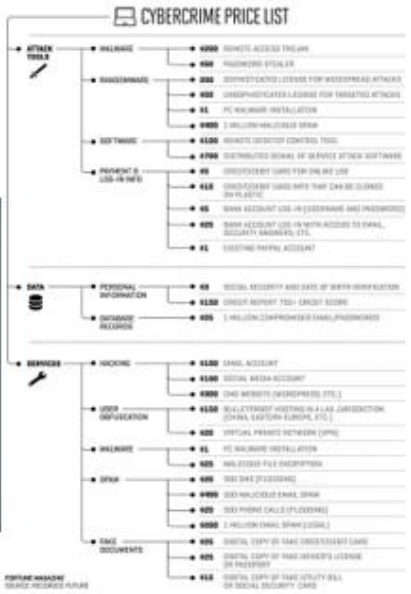
Phishing – Lucrative Payoff



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Threat Vectors

(How The Bad Guys Get In)

Phishing, Web & Ransomware	Compromised Credentials	Weak Passwords
Trust Relationships & Propagation	Poor Encryption	Unpatched Vulnerabilities
Misconfigurations	Malicious Insiders	Zero Day & Unknown Methods

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Your Role

Protecting Yourself, Your Family, and Your Employer

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Your Home Office Setup

1. Take a photo of your work environment including the hookups of the equipment, so you know how to re-plug everything in at home.
2. Be sure to bring a power strip if you don't have one at home.
3. Clean all equipment with antibacterial wipes before transport and after unpacking/setting it back up again at home.
4. What is your background like if you'll be on camera?
5. Are you dressed for success? At home clothing may be too casual to continue conducting business. Consider dressing for work each day.

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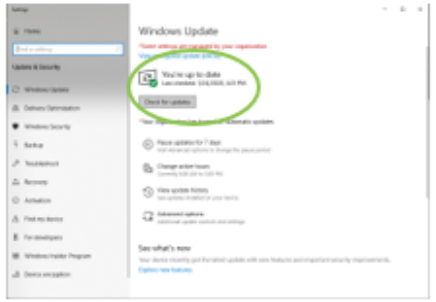
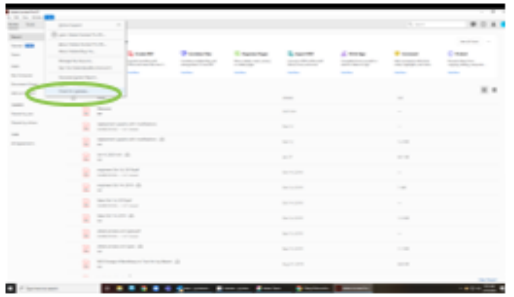
Install Updates



1. Windows Updates – hit the Win key and type "update" and you'll see the "Check for Updates" option at the top of the Start Menu. Select that. You'll see if your system is up to date, or where to initiate the Check for Updates here.
2. If you need updates, close all programs before proceeding. You may need to restart your computer for the updates to take effect.



1. Software Updates – Most commonly Adobe, Microsoft Office (Word, Outlook, etc).
2. Most programs allow you to open and select "check for updates" from the Help menu.
3. Once the update initializes, close the program so the installation can complete. You may need to restart your computer when the update is done.

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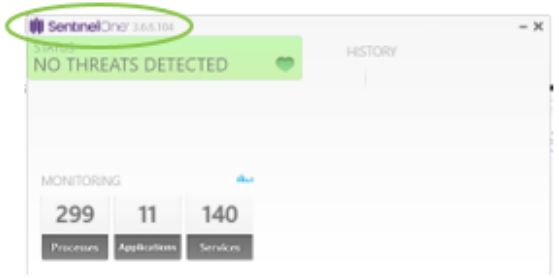
Update Anti-Virus and Anti-Malware



1. We recommend you have a paid, subscription-based AV program, make sure it shows the most current version running. It may have a "Check for Updates" button to click, or it should say "Your program is up-to-date."

1. If you have a PC, go to the Windows Security Screen by hitting the Win button on the keyboard and typing "windows security" – it will be at the top of the start menu.
2. Any items not updated properly will have a red mark indicating it needs attention.

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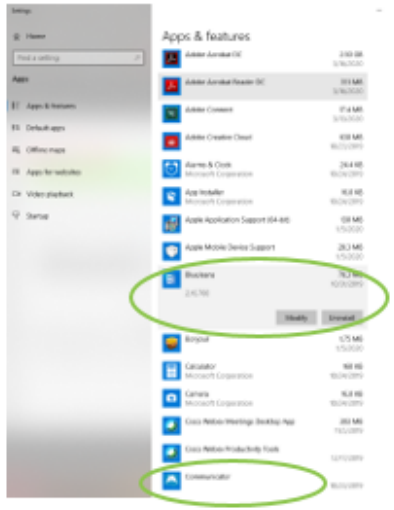
Uninstall Unnecessary Software



1. Using the Win key on your keyboard, type "programs" and the "Add or Remove Programs" option will come up to the top of the Start Menu.
2. In my case, I saw that I had a few programs that I no longer need. If you click on each program, you get the option to Modify or Uninstall. I Uninstalled Blue Jeans and Communicator.
3. If you're uncertain which programs are safe to uninstall, ask your IT person for assistance.

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Resources to Help

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Protecting Clients Through This Situation

The rapid dissolving of the perimeter has reduced the value of many MSP protections

Advanced Endpoint provides a critical layer of protection now more valuable than ever

Fortify for Endpoint provides fully managed Advanced Endpoint protection as a rapidly deployable protection

Based on SentinelOne
24/7 support by ConnectWise SOC

ConnectWise

Fortify for Endpoint Rapid Response

ConnectWise and SentinelOne have arrange to provide licenses for displaced workers due to Coronavirus for **no cost to the MSP**

- **Full SOC support** in deployment and management
- **100 free licenses** available for up 60 days (until May 15)
- **Available to all Fortify** for Assessment partners
  - Offer will be extended to non-Fortify for Assessment based on availability and partner readiness

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How Partners Can Leverage ConnectWise Tools

www.connectwise.com/COVIDFortifyaccess

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Additional COVID-19 Resources Available

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ConnectWise's Response to COVID-19

https://www.connectwise.com/company/remote-work

As we enter uncharted territory, forcing many businesses to go remote, we want to provide you with resources and tips to help you prepare for a fully remote workforce, both for your business, and your clients. For our response as a company to COVID-19, please visit our Trust page.

Blogs & Articles | Webinars & Videos | Tools & Resources | ConnectWise Product Tips | Our Events

How to Create Remote Work Policies

How to Secure Your Remote Access Tools Against

Securing Remote Workforce

How to Secure and Manage a More Remote Workforce

ConnectWise's Response to COVID-19

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MAR 18
4:00PM ET

Remote Workforce: Resources You Need to be Your Clients' Superhero

MAR 20
3:00PM ET

Remote Workforce: Staying Secure in a Remote Workplace

Want to invite your clients to these webinars? Use the HTML email template here!

ConnectWise's Response to COVID-19

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18 Things to Make Your Remote Work Secure, Convenient, and Stress-Free

The 4 Pillars to Building a Top-Notch Remote Workforce

ConnectWise's Response to COVID-19

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ConnectWise Automate

Remote Monitoring & Management

ConnectWise Control

Remote Control & Remote Access

Continuum Fortify Cybersecurity

Cybersecurity Threat Detection & Response

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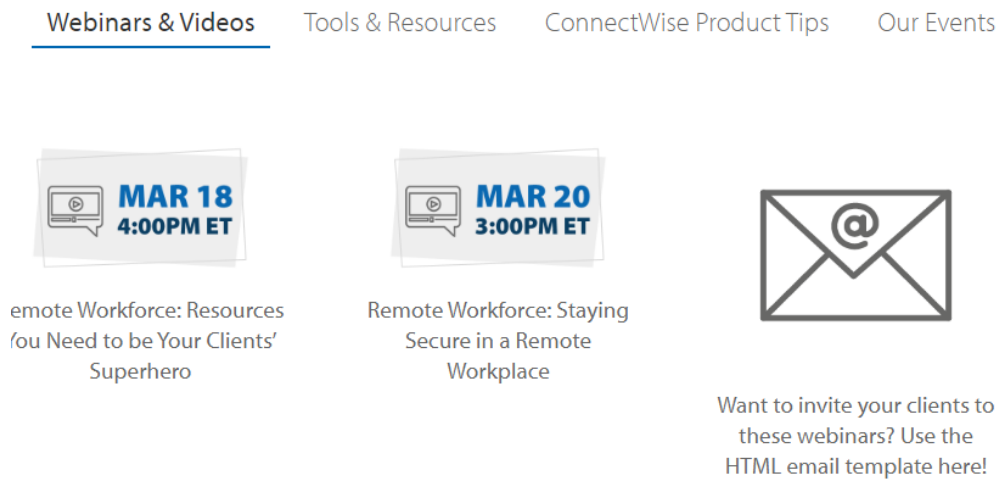
Next Steps

- Register for Friday's webinar
- Download email template invite
- Send the email template to your customers inviting them to attend
- Promote on social media
- Send follow up email (template coming soon) to customers



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Questions

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