OIT Best Security Practices

Salt Lake Community College Step Ahead.

Terms

- **Firewall**: A technological barrier designed to prevent unauthorized or unwanted communications between computer networks or host.
- **Intrusion Prevention Systems(IPS)**: A network security appliance that monitors network activities for malicious activities.
- **Virtual Private Network(VPN):** Allows remote uses to access internal information securely.
- **Anti-Spam Device:** A network device that inspects incoming email for spam.

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Terms

- **Phishing**: a way of attempting to acquire sensitive information such as usernames, passwords and credit card details by masquerading as a trustworthy entity in an electronic communication. This is similar to *Fishing*, where the fisherman puts a bait at the hook, thus, pretending to be a genuine food for fish. But the hook inside it takes the complete fish out of the lake. Communications purporting to be from popular social web sites, auction sites, online payment processors or IT administrators are commonly used to lure the unsuspecting public. Phishing is typically carried out by e-mail spoofing or instant messaging, and it often directs users to enter details at a fake website whose look and feel are almost identical to the legitimate one. Phishing is an example of social engineering techniques used to deceive users, and exploits the poor usability of current web security technologies. Attempts to deal with the growing number of reported phishing incidents include legislation, user training, public awareness, and technical security measures.
- **Spear Phishing**: Targeted Phishing attack.
- **Phone Phishing**: A phishing attacked over the phone
- Source Wikipedia

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Security 101

- Lock your computer when you are away from it by pressing Windows key and L.
- Back up all important data to the H drive. OIT backs up all H drives.
- Do not store sensitive information on C drive, thumb drives or other portable devices.

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Security 101

- Do not give your password to others. This includes long distance call out codes.
- Do not write your password down and leave it near to your computer. This includes your long distance call out code.
- If you are unsure about an attachment do not open it and report it to the Help Desk.
- Remember email is like a post card. Do not put information in an email that you would not write on a post card.

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Security 101

- If your Laptop is stolen: report it to Campus Police and your supervisor
- OIT will NEVER ask for your password.

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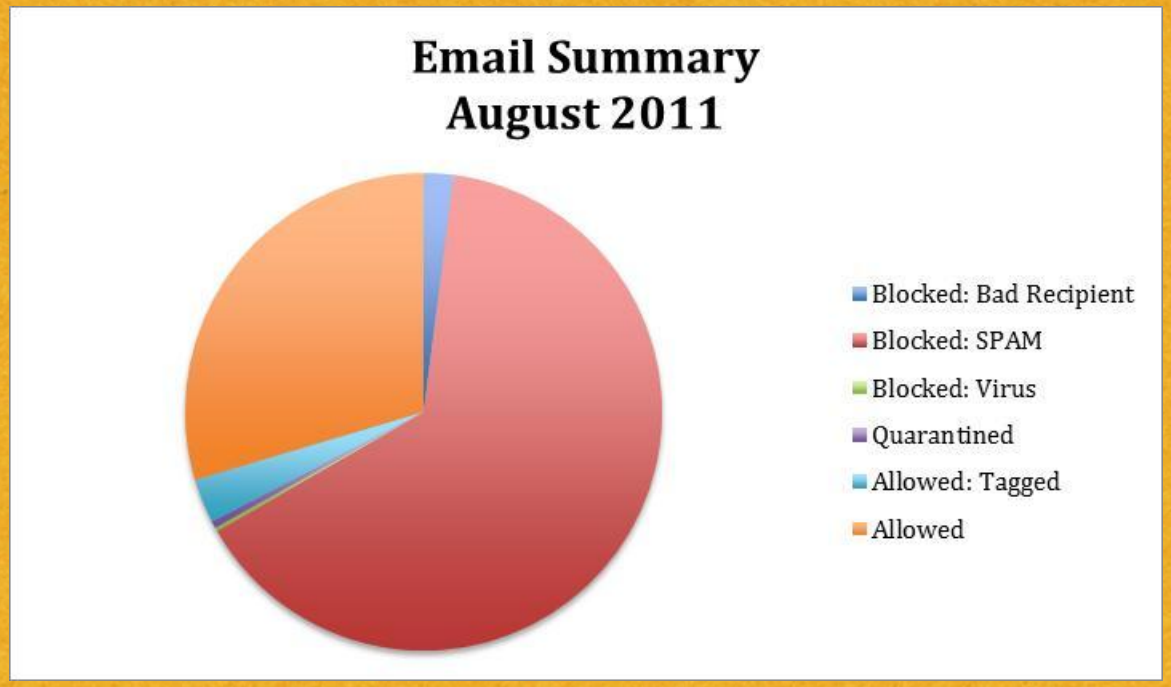
Spam Statistics



Allowed	911,792
Total Received	3,081,273
Percent Blocked	66.9%
Percent Allowed	33.1%

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Avoid Phishing

- Never give out personal or financial information.
  (This includes following/clicking links sent in the email.)

- Do your best to verify website security:
  - Inspect the URL of a web site.
  - Bookmark all sites you do business with.
  - Bogus sites may appear almost identical to the original
  - Be aware of domain usage (.com versus .net, etc.)

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Avoid Phishing

- If you are unsure whether an email request is legitimate, try to verify it by contacting the company directly. Do not use any contact information from the email.

- Information about known phishing attacks is available online from groups such as the Anti-Phishing Working Group: www.antiphishing.org

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Phishing E-mail

Not From SLCC

-----Original Message-----
From: webmastres [mailto:webmastres@webmail.edu]
Sent: Monday, June 20, 2011 8:28 AM
Subject: [POSSIBLE SPAM] Scheduled Service Maintenance
Importance: Low

Attn webmail Subscribers,

Scheduled Service Maintenance

Your web mail account is in the process of being upgraded to a new set of servers. The new servers will provide better anti-spam and anti-virus function, along with IMAP Support for mobile devices like Exchange Active Sync and all Mobile PDA-Phones and phones that Support IMAP/SMTP to enhance your your usage.

To confirm and keep your web mail account active and after our upgrade, kindly reconfirm your web mail Login details by
stating:

SLCC will never ask for this information in an email

* Username:
* Password:

Failure to acknowledge receipt of this notification, might result to a permanent deactivation of your web mail account from our database for up coming users.

Your web mail account shall remain active after you have successfully confirmed your account details.

Technical Support apologize for any inconvenience caused.

Technical Support Team

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Sample Phishing E-mail

To many names listed to be a real email

Wrong address for IRS

From: USIRS [mailto:frboard-webannouncements@irs.security.gov]
Sent: Wednesday, September 07, 2011 03:53 AM
To: Paul Lerdahl; Terry Harrison; christine.hatch@slcc.edu; Betsy Specketer; Georgenia Beams; Timothy Spens; Tina Harward; Trina Howard; Shirley Hathaway; Berrett Maynard; Anna Thornton; jill.lamoreaux@slcc.edu; Donatella Winward
Subject: Tax report IRS.gov
Importance: High

When you Google this line you see many other sites have listed it as a Phishing Scam

Taxpayer ID: commensurate-00000700955060US
Tax Type: INCOME TAX
Issue: Unreported/Underreported Income (Fraud Application)

Please review your tax statement on Internal Revenue Service (IRS) website (click on the link below):

download tax statement: report-00000700951560US.DOC

This is the malicious link

http://www.irs.gov.

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Phishing E-mail

- **From:** Caroline Dorey <Caroline.Dorey@evergreenps.org>
- **Date:** Mon, 31 Oct 2011 02:14:50 -0600
- **Subject:** Your Mail Box Is Over Quota
-
- Dear Email User:
-
- Mail Service Are Upgrading Mailbox Quota Storage Limit
- And Also want to Re-set Mail Service because of the
- High Amount Of Spam Mails We Receive Daily. Mail
- Service Are Providing A pop - Off block Of Some
- Restricted Words, Spam Terms... You May Not Be Able To
- Send Or Receive New Mails Until You re-validate your Mailbox. To re-validate Your Account Please Click On The Link Or Copy It To Your Browser .
- http://tinyurl.com/6jwbytt
- We are sorry for the inconveniences. Thanks, Local host Web-mail Administrator

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What if you were phished?

- Report it to the Help Desk (5555).
- If you believe your financial accounts may be compromised, contact your financial institution immediately.

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What if you were phished?

- Watch for any unauthorized charges to your account.
- Consider reporting the attack to the police, and file a report with the Federal Trade Commission or the FBI's Internet Crime Complaint Center.

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Recognizing Scams

- OIT will NEVER ask for your password!
- If it sounds too good to be true, it probably is!
- If the message does not appear to be authentic, it's probably not.
- Check to see if the content of the message appears in search engine results (known scam, etc.)
- Watch for typographical errors, bad formatting, poor grammar, etc.

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Recognizing Scams

- If the message asks you to send your information to them, rather than the other way around.
- If you do not have an account with the company supposedly sending the email.

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Sample Scam

- **From:** "esbi202486@fastcontrol.in" <esbi202486@fastcontrol.in>
- **Date:** Wed, 2 Nov 2011 12:06:00 -0600
- **To:** "ESBI202486@fastcontrol.in" <ESBI202486@fastcontrol.in>
- **Subject:** (REMINDER) There is an Urgent situation that requires your Urgent Attentions.

- DEBT RECONCILIATION & SETTLEMENT P.O BOX 736, 5600 AS

Sample Scam

- Compliment of the season, Kindly confirm to this office if you have Authorized Mrs. Yuri Ejiro from Japan to Receive your Fund which has been approved for payment by the Executive Directors, She said that you have appointed her to Represent you because of Poor Health, we need your urgent confirmations as soon as Possible, Be informed that any advance Transfer Payment is a fraud, Do not send your money to any body, The Debt Reconciliation and Debt Settlement", is faithfully under our governance as the Deputy Commissioner, Euro Dept. of Debt Reconciliation and Settlement and to this Authority we took an oath of allegiance to settle all compensation /Inheritance Payment Delay Fund without Further delay.
- We need your Urgent confirmation to enable us Proceed with the Approved Payment,
- Thanks for your Kind attention.
- Yours sincerely
- Mrs Modline Fredrick Esosa

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Scams

- Suggest tragic consequences
- Promise money or gift certificates
- Offers protection

- Multiple spelling or grammatical errors, or the logic is contradictory
- A statement urging you to forward the message

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Check for Scams Online

- OnGuardOnline- http://onguardonline.gov/articles/0002-common-online-scams
- FBI- http://www.fbi.gov/scams-safety/e-scams
- Microsoft – http://www.microsoft.com/security/online-privacy/phishing-symptoms.aspx
- Symantec Security Response Hoaxes - http://www.symantec.com/avcenter/hoax.html
- McAfee Security Virus Hoaxes - http://home.mcafee.com/VirusInfo/VirusHoaxes.aspx

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For More Information

- http://www.onguardonline.gov/
- http://www.staysafeonline.org/
- http://www.netsmartz.org/Parents

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Questions ?

- Thank you for attending

- Daniel.J.Baker@slcc.edu (x4875)
- Jason.Tracy@slcc.edu (x5022)

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