

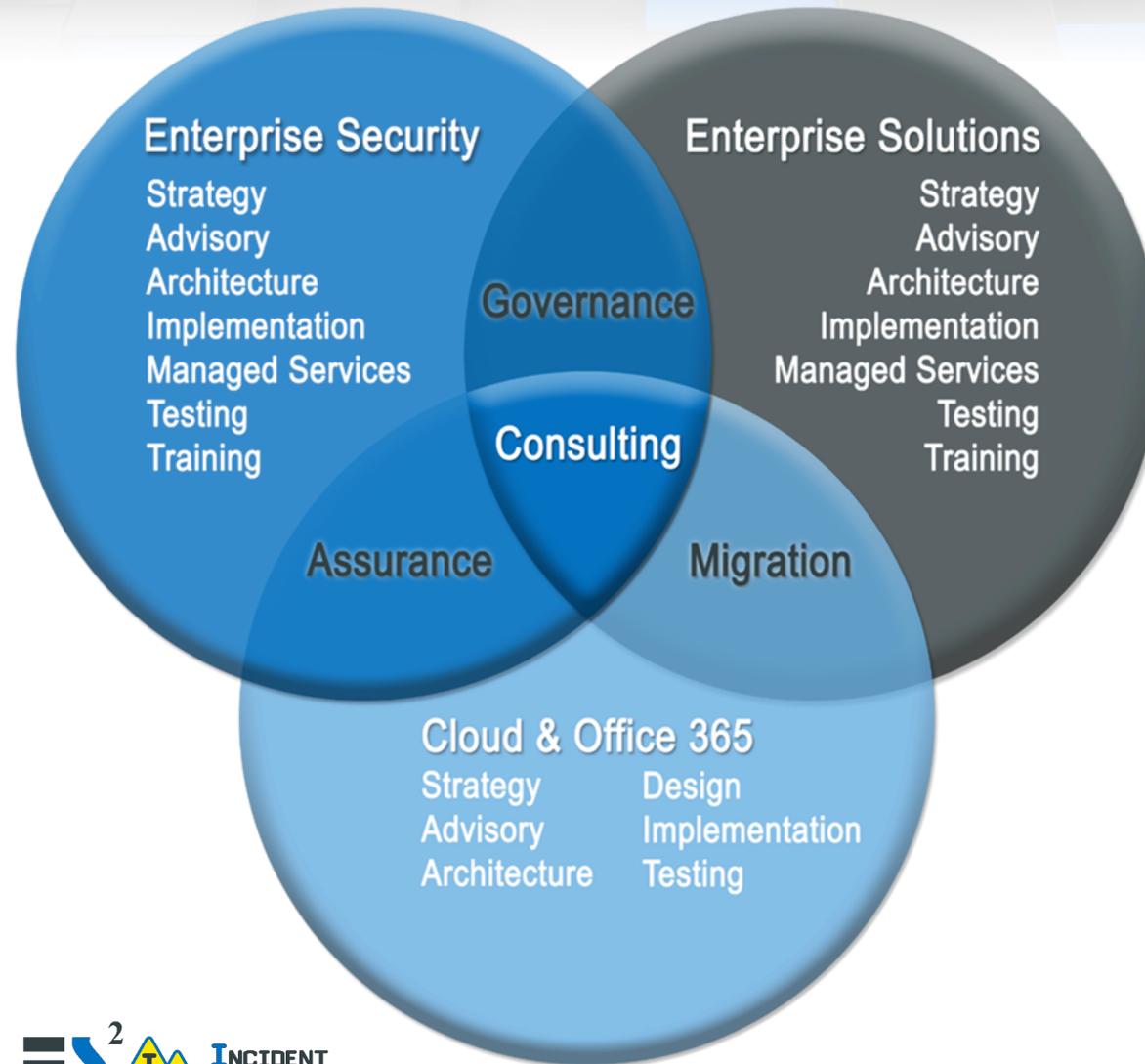
Lunch & Learn - Cyber & Digital Best Practices for Councils

May 2019



- About ES2
- ES2 and Local Councils
- Cyber Security Best Practices for Councils
- Digital Teaming Best Practices for Councils

ES2 Capabilities



ES2 Offerings



■ Mandatory Disclosure Breach

“Until such time as more substantial guidance and/or legislative measures are available, the interim privacy position for the Western Australian public sector is that agencies should ensure their actions are consistent with applicable Australian Privacy Principles, set out in Schedule 1 to the [Privacy Act 1988 \(Cth\)](#) with primary emphasis upon Principle 6 - “use or disclosure of personal information”. ”

■ GDPR

Applies to Councils if they have the personal details of EU citizens in their systems. Enforcement by the EU though will be very difficult to achieve.

■ ASD Essential 8

It is recommended that government Agencies and Councils aligns to the Australian government ASD standard.

So what's all the fuss about?

February 2017 – Statement from the Australian Privacy and Information Commissioner, Timothy Pilgrim.

Announced the passage of the Privacy Amendment (notifiable Data Breaches) Bill 2016 which establishes a mandatory data breach notification scheme in Australia.

This amendment will require government agencies and businesses covered by the Privacy Act to notify any individuals affected by a data breach that is likely to result in **serious harm** The OAIC will also need to be advised of these breaches and can determine if further action is required. The law also gives the OAIC the ability to direct an agency or business to notify individuals about a **serious breach**

In the meantime, agencies and business should continue to take **reasonable** steps to make sure personal information is held securely – including being equipped with a clear response plan in the event of a data breach.

Personal Information

Information (or an opinion) about an identified individual, or an individual who is reasonably identifiable.

- Regardless of accuracy
- Regardless of the information being recorded in material form

PII

Name

Signature

Address

Telephone number

Date of birth

Commentary or opinion

Employment details

Medical records

Bank account details

TFN

Sensitive PII

■ Racial or ethnic origin

■ Political opinions

■ Membership of political association

■ Religious beliefs or affiliations

■ Philosophical beliefs

■ Membership of a professional or trade association

■ Membership of a trade union

■ Sexual orientation or practices

■ Criminal records

Many organisations entrust the PII they are responsible for to Third Party organisations:

- Outsourced IT providers
- Cloud Service Providers
- Marketing organisation

Your compliance with the Privacy Act must include these third parties.

- Do they mandate that they third party protect your information?
- Do they understand your Privacy Policy?
- Who is responsible for conducting an investigation into the breach?
- Who is responsible for reporting a data breach?

Top 5 Cyber Threats / Impacts

- 1) Email Account Takeover → Financial Impact
- 2) Ransomware → Data Loss
- 3) Data Breach → Brand Damage
- 4) Malware Attack → Downtime
- 5) DDoS → Brand Damage / Downtime

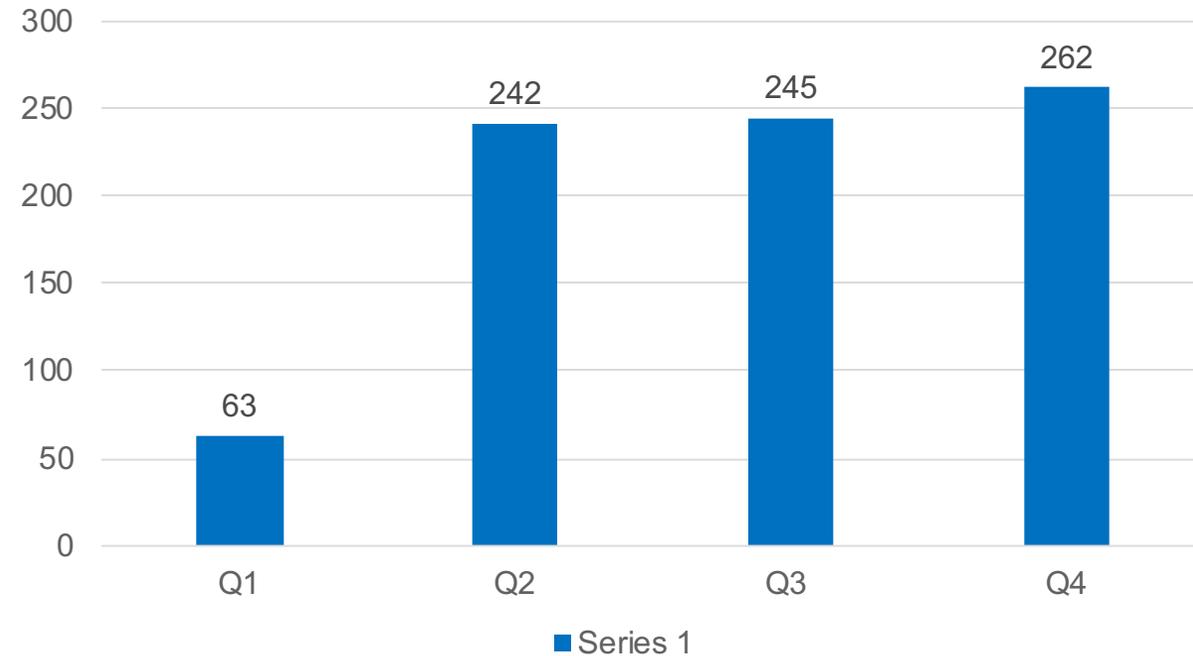
OAIC Community Attitudes to Privacy 2013:

- 48% of Australians believe that online services, including social media, now pose the greatest privacy risk
- 96% expect to be informed if their information is lost
- 95% expected to be informed about how their info is handled on a daily basis.

1 Year of NDB Legislation

OAIC have now produced four quarterly Notifiable Data Breach (NDB) reports providing almost a full year of breach data.

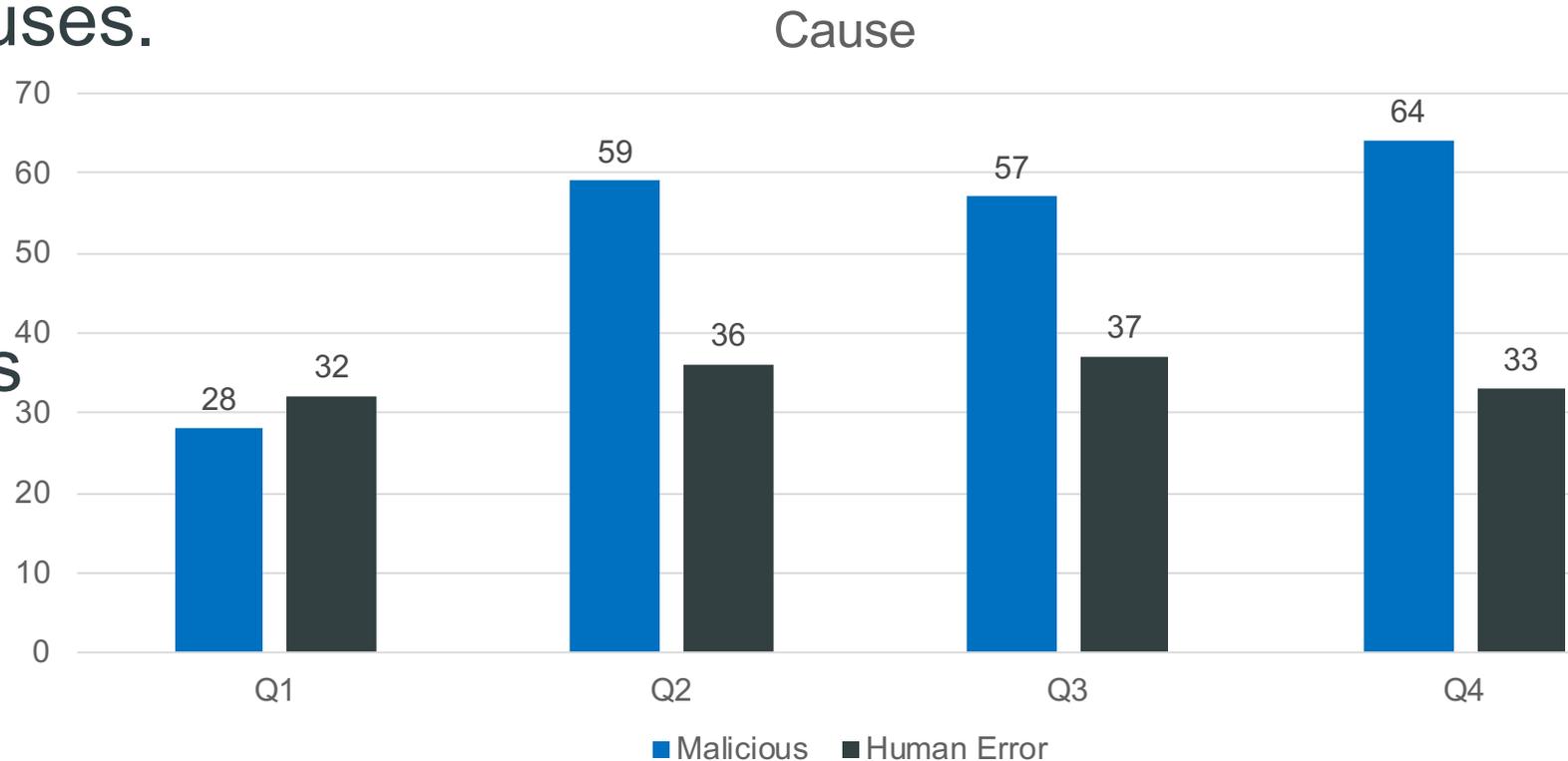
Number of Breaches Reported



1 Year of NDB Legislation

Across all quarters Malicious attacks (M) and Human Error (E) make up the largest percentage of breach causes.

The highest percentage attributed to system faults is only 6%.

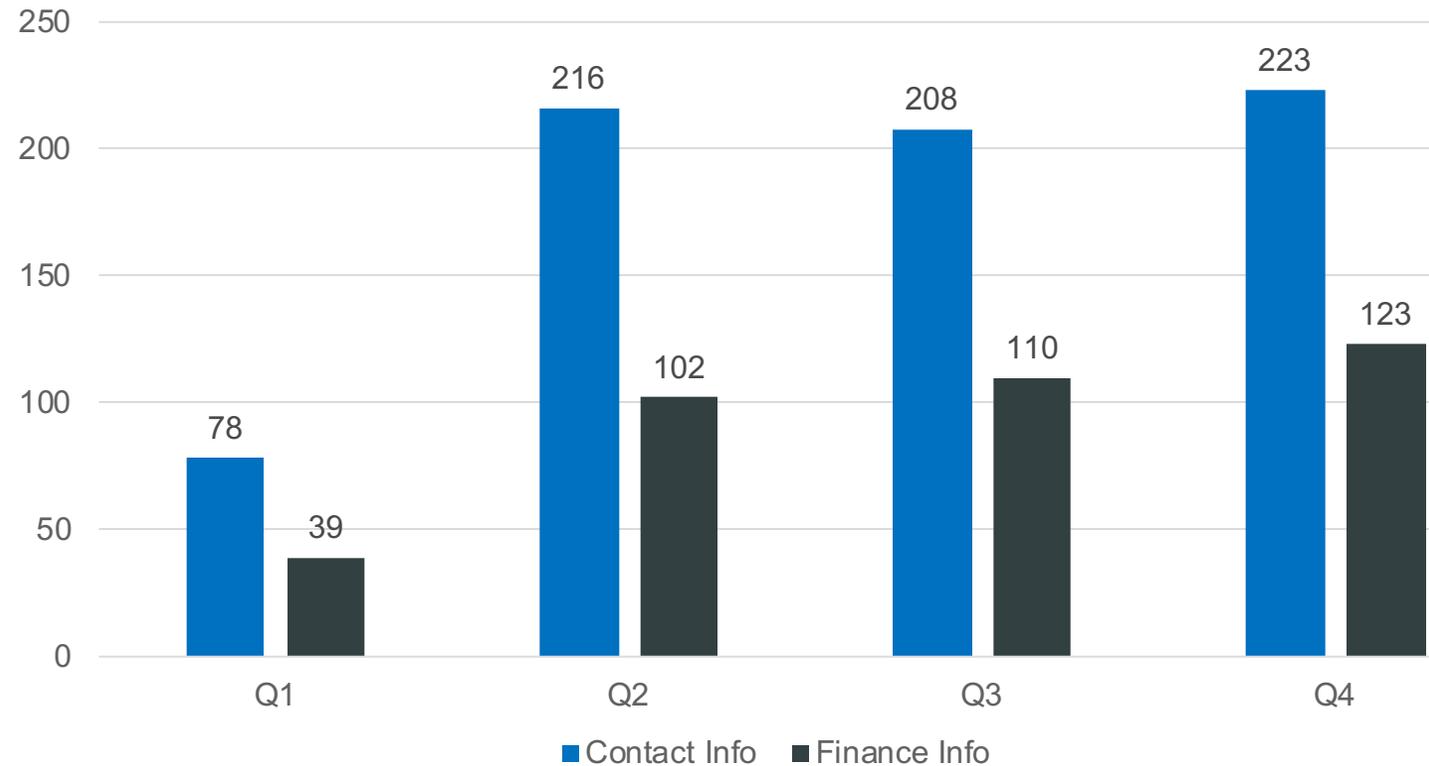


1 Year of NDB Legislation

The information that is most often breached is:

- Contact Information (C)
- Financial Information (F)

Type of information breached



Username/Password
Hacked Accounts
Remote Access
Company Data
Privacy Data

THE CLEAR, DEEP & DARK WEB

Clear Web

4 % of WWW content

- - Indexed by Search Engines
- - Social media

Deep Web

95 % of web content

- Not searchable by most engines
- Password protected content
- Web mail, Forums, Online banking, video on demand, corporate intranets, and subscription-based online news etc.

Dark Web

1 % of web content

- Not searchable by most engines
- Home to TOR, IRCs, BitTorrent, hacker forums, C2s, and more.
- *Where attacks are planned, tools purchased, information traded, and malware is developed, tested, sold and updated.*



ES2 Incident Response Services



1800 373 732
(1800 ES2 SEC)



24x7 Incident Response Hotline

Open discussions to establish situation

Incident analysed

Logs and malware analysed

Remediation recommendations

Post-incident Reporting



Breach Response Plan

The actions to be taken if a breach is suspected, or discovered

Response Team Membership

Roles and responsibilities

Actions to take

- Confirm and categorise breach,
- contain and manage breach

Escalation Plan

Communications Plan

Root cause analysis, post breach review, develop remediation plan, lessons learned

DOCUMENT EVERYTHING

Note that entities have 30 days from the discovery of the breach to investigate and report if appropriate.

- Maintaining a minimum of 90 days worth of resilient System and/or **Data Backups** will reduce the impact of a Cyber Attack.
- **Implementing Multi-Factor Authentication** to avoid Account takeovers and Impersonation attacks.
- Enable **Centralised Logging and Alarms** to prevent tampering and assist in investigations
- **Restricting Outbound Internet Access** from Privilege Users and Business Servers makes it harder for Threat Actors to exfiltrate data and download additional tools.
- Start **monitoring the Dark Web** for exposed Corporate Accounts and company data to provide faster response times.

ES2 Recommended Roadmap





Home

Notify me

Domain search

Who's been pwned

Passwords

API

About

Donate  

';-)have i been pwned?

Check if you have an account that has been compromised in a data breach

pwned?

Trends impacting the way we work

Devices



3.3 billion

smartphones will be AI enabled by 2020, over 30% of those being used at work

People



82%

of the world's online population engages in social networking

Cloud



85%

of enterprise customers have a multi-cloud strategy

Office 365



70% of Fortune 500 companies have purchased Office 365 in the last 12 months

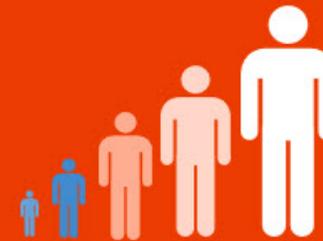


\$4.4 Billion
Annual revenue run rate

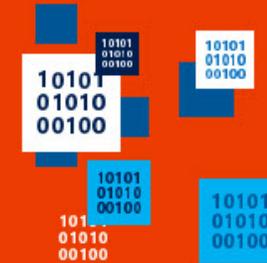


Office 365 is Microsoft's **fastest growing** commercial product ever

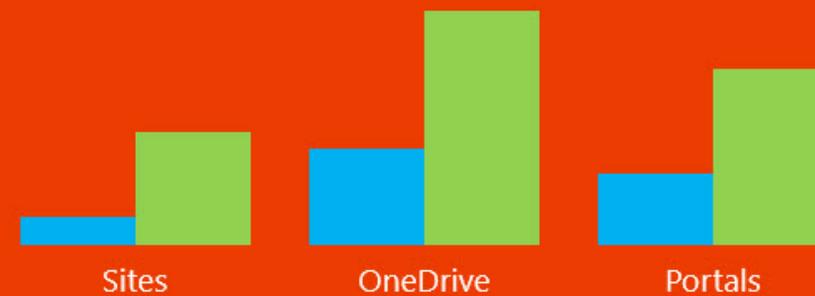
SharePoint | workloads



User growth
400% monthly active user growth



Content growth
300% YoY content growth

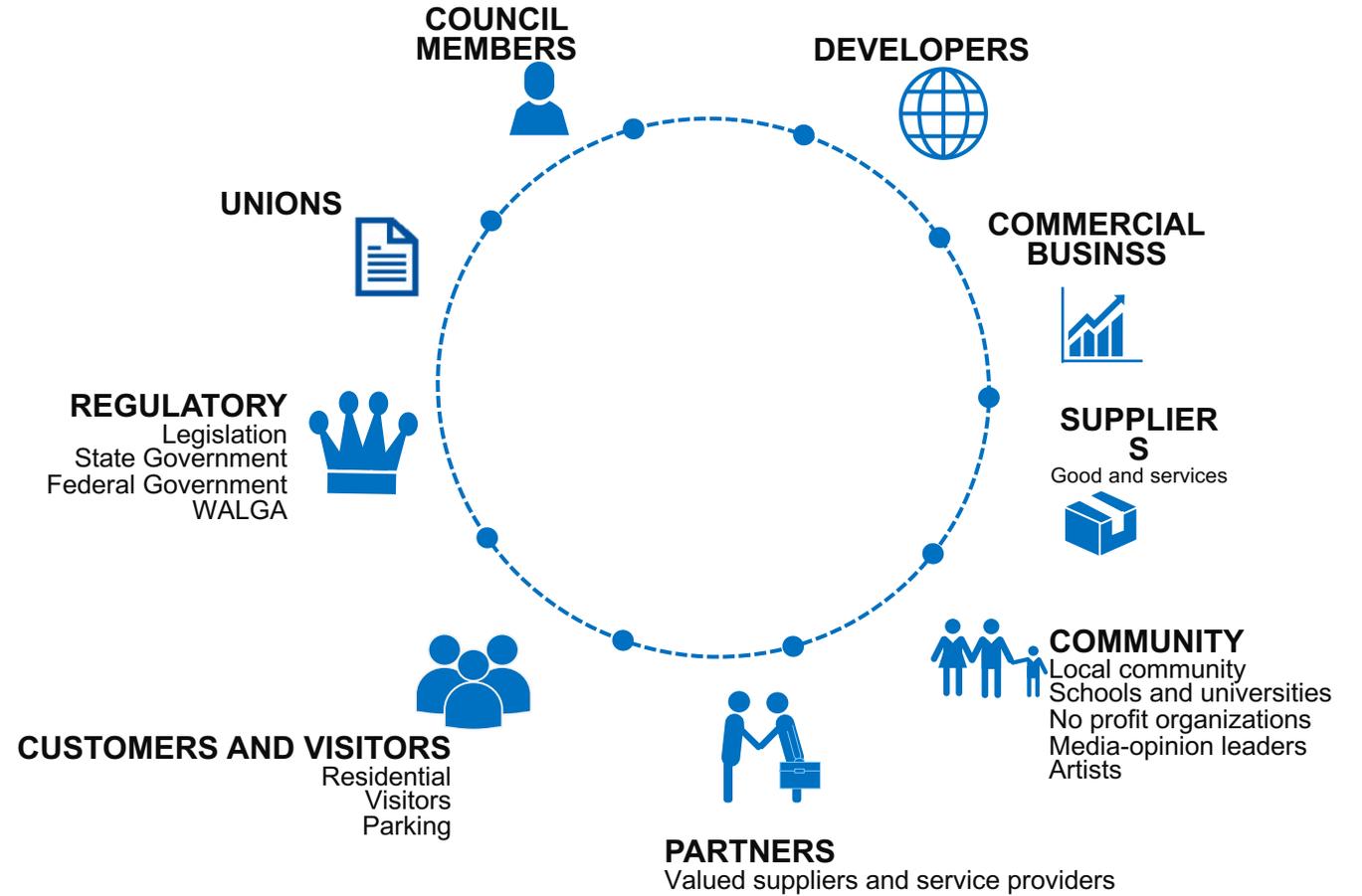


Stakeholders

Internal



External





Share the vision



CS Communication Site

Home Documents Pages Site contents Edit

Following Share site

Search this site

Published 10/16/2018 Edit

+ New

City of Fremantle

LEARN MORE >

Learn more about your Communication site

Customize this tile with your own title, image and link

Customize this tile with your own title, image and link

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News

+ Add

Consulting

ES2 provides Consulting and Advisory Services to help large and small organisations achieve their Business...

Ben Watson - ES2 Group July 22
24 views

Cyber Security Catalogue

Get ready: GDPR less than a week away

From 25 May 2018, Australian businesses of any size may need to comply with the General Data Protection...

Ben Watson - ES2 Group July 22
2 views

ES2 Sundowner - Social Awareness

Join ES2 & Mimecast on Tuesday, 7 August at 9.30am AWST to ensure your company is resilient against all...

Ben Watson - ES2 Group July 22
3 views

Documents

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Communications

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Consulting

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Ben Watson - ES2 Group July 22, 2018
44 views



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Ben Watson - ES2 Group July 22, 2018
3 views

Documents

Test document

Corporate

Document containing some changes



Communication Site
Corp Test document

Ben Watson - ES2 Group




Communication Site
ES2 - <Client> - <Ref> - Blank

Ben Watson - ES2 Group

Quick Links

Service Management
Review Active Cases

Forecast
Find the latest resource forecast

Timesheet & Expenses
Review your weekly timesheet and submit expenses

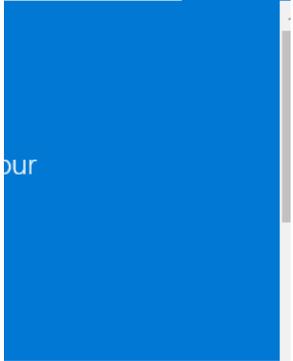
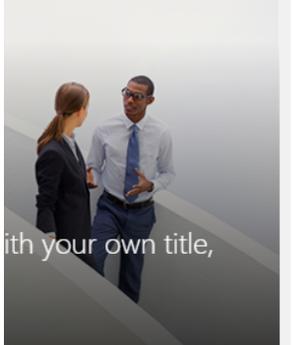
Power BI
See your enterprise dashboards and reports

See all

★ Following Share site

Search this site

Published 4/9/2019 Edit

with your own title,

Working with Documents

The screenshot shows a SharePoint document library for the 'ES2 Team Site'. The interface includes a search bar, a navigation pane on the left, and a main content area displaying a list of documents. A callout box points to the top navigation area, stating 'Edit, share or follow documents with one click'. Another callout points to a document in the list, stating 'Drag and drop content into SharePoint'. A third callout points to the document preview pane on the right, stating 'Live document previews'. A fourth callout points to the 'Manage access' button in the preview pane, stating 'Track who you're sharing with'. The document list includes columns for Name, Modified, and Modified By. The selected document is 'ES2 - CLIENT - SUBJECT - SoW Fixed.docx'.

Name	Modified	Modified By
Non-ES2 Commercial	19 September, 2016	Ian Taylor - ES2 Group
ES2 - CLIENT - Managed Services - Proposal.docx	15 October	Ian Taylor - ES2 Group
ES2 - CLIENT - SUBJECT - Digital Proposal.pptx	6 days ago	Ian Taylor - ES2 Group
ES2 - CLIENT - SUBJECT - Proposal.docx	3 July	Ben Watson - ES2 Group
ES2 - CLIENT - SUBJECT - Quote for Product.docx	15 October	Ian Taylor - ES2 Group
ES2 - CLIENT - SUBJECT - Quote for Services.docx	15 October	Ian Taylor - ES2 Group
ES2 - CLIENT - SUBJECT - SoW Fixed.docx	15 October	Ian Taylor - ES2 Group
ES2 - CLIENT - SUBJECT - SoW.docx	15 October	Ian Taylor - ES2 Group

Store, sync and share

Communication Site
Home Documents Pages Site

Store, share and sync your documents with OneDrive

Search Documents + New Upload Quick edit Sync Export to Excel Flow

Documents

Name	Modified	Modified By	Sign-off status
Consulting	July 23	Ben Watson - ES2 Group	
Document.docx	October 16	Ben Watson - ES2 Group	
Document1.docx	19 minutes ago	Ben Watson - ES2 Group	
Document2.docx	15 minutes ago	Ben Watson - ES2 Group	
ES2 - SharePoint Overview Pres...	October 16	Ben Watson - ES2 Group	
ES2 - SharePoint Presentation.p...	October 16	Ben Watson - ES2 Group	
Personalising Content displayed...	July 23		

File Home Share View

Navigation pane Preview pane Details pane Panes

Extra large icons Large icons Medium icons Small icons Tiles List Content

Item check boxes File name extensions Hidden items Hide selected items Show/hide

ES2 > Communication Site - Documents

Name	Date modified	Type	Size
Consulting	17/10/2018 10:28 AM	File folder	
Document	17/10/2018 12:39 PM	Microsoft Word Doc...	793 KB
Document1	24/10/2018 12:58 PM	Microsoft Word Doc...	791 KB
Document2	24/10/2018 1:02 PM	Microsoft Word Doc...	396 KB
ES2 - SharePoint Overview Presentation	17/10/2018 10:28 AM	Microsoft PowerPoint...	40,759 KB
ES2 - SharePoint Presentation	17/10/2018 10:28 AM	Microsoft PowerPoint...	40,759 KB
Personalising Content displayed	23/07/2018 10:33 AM	JPG File	86 KB

Documents will sync from your local machine back to the solution once an internet connection is reached.

Work together securely

The screenshot displays a SharePoint Communication Site interface. At the top, there are navigation links: Home, Documents (selected), Pages, Site contents, and Edit. Below this is a search bar for documents and a toolbar with options: Open, Share, Copy link, Download, Delete, Flow, and Pin. The main content area shows a list of documents, with 'Document.docx' selected. A 'Send Link' dialog box is open over the document, showing the sharing options: 'People in ES2 with this link can view.' and a 'Manage permissions' button. Below this is a text input field for 'Enter a name or email address', an optional message field, a 'Send' button, and a 'Copy Link' option. To the right, a 'Link settings' panel is open, titled 'Document.docx'. It contains the text 'Share documents with people inside and outside your organization' and a link 'Learn more'. Below this is the question 'Who would you like this link to work for?' followed by five sharing options: 'Anyone', 'People in ES2' (selected with a blue checkmark), 'People with existing access', and 'Specific people'. At the bottom of the panel, there are 'Other settings' including an unchecked 'Allow editing' checkbox, and 'Apply' and 'Cancel' buttons.

Dynamics 365 Enterprise Sales > Some Interest In our product

OPPORTUNITY: Some Interest in our product

Estimated Close Date: 12.12.17 | Estimated Revenue: \$123,000 | Status: In progress | Owner: Pat Smith

Process Flow: Active 3 Days (Completed) → Qualify Lead (Current) → Develop Opportunity → Prepare & Send Quote → Send Invoice

TAB LABELS: SUMMARY (Selected), PRODUCT LINE ITEMS, TAB LABEL, TAB LABEL

Primary Contact: Rene Valdes
IT Manager | A. Datum Corporate | Rene.valdes@example.com

Timeline:
Note by You – Just Now: Product Model. Find out the model they need and get the SKU# for it.
Phone by Kim Glynn – at 18:20: Lorem ipsu orem ipsum dolor sit consectetur cursus sdfogw...

Relationship Assistant:
11:30 Advanta B-2081 Discuss Proposal: We'll review the proposal sent last week and do a complete review of issues raised for the proposal...
Wings for space craft JJ777 North Wind Traders: 6 ATTENDING, 1 PENDING
Next meeting in 10 minutes Proposal review: Maria Campbell mentioned "Why is product delivery delayed again?" in her email today

Case Management

The screenshot displays a Microsoft Dynamics 365 case management interface. At the top, there are navigation options: Refresh, Convert To, Email a Link, and Word Templates. The case details include: Case Name: Noise from product (Read only), Priority: High, Created On: 10/10/2017 12:21 AM, Status: In Progress, and Owner: Veronica Quek (Sample Data). A progress bar shows the 'Phone to Case Process' (Active for 41 days) with stages: Identify (checked), Research (41 D) (current), and Resolve. Below the progress bar are tabs for Summary, Details, Case Relationships, SLA, and Related.

General Information

- Account: Trey Research (TR)
- Info: info@treysresearch.net
- Phone: +49-(0)89-0110-0

Case Details

- Case Title: Noise from product
- Case Number: CAS-00290-XZXT11
- Subject: Service
- Customer: Trey Research
- Origin: Twitter
- Product: Carbon Fiber 3D Printer 20"
- Entitlement: ---
- Description: ---

Timeline

- Phone Call from Margie's Travel - Tuesday, October 10, 2017 12:22 AM
- Information provided to customer: Checked customer and product information. Created follow-up activities. Generated email using the relevant template. Assigned to the relevant team.
- Auto-post on Noise from product's wall - Tuesday, October 10, 2017 12:21 AM
- Case: Created by Veronica Quek (Sample Data) for Account Trey Research.

Related

- Recent Cases: Active | Noise from product
- Entitlements: No data available.
- Knowledge Base Search: Noise from product (11 Results found, sorted by Relevance)
- Search Result: How to perform maintenance on 3D Printers? (Find product name: Backup Cooling Fan for 3D printerSmart Extruder for 3D printerCarbon Fiber 3D Printer 20"ABS Filament 3D Printer 4"FDM Filament 3D Printer 10"Carbon Fiber 3D Printer 15"Carbon Fiber 3D printing consumablesThe product name is located on the back of the device toward the

Ask a question about your data

Total Volume
IN 2014

50K

Market Share
LAST 12 MONTHS

32.86%

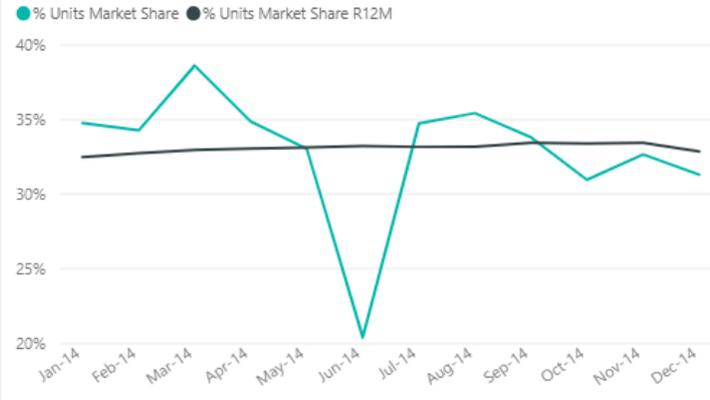
Our Total Volume
IN 2014

16K

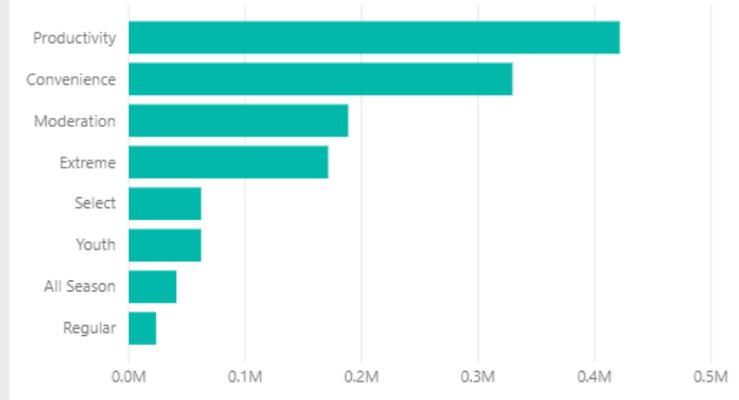
Sentiment

68

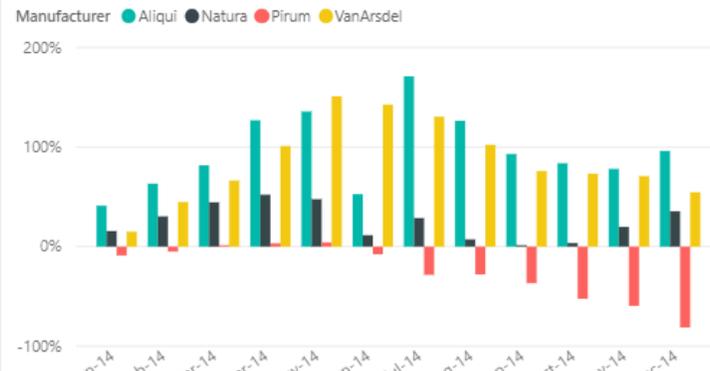
% Units Market Share vs. % Units Market Share Rolling 12 Months
BY MONTH



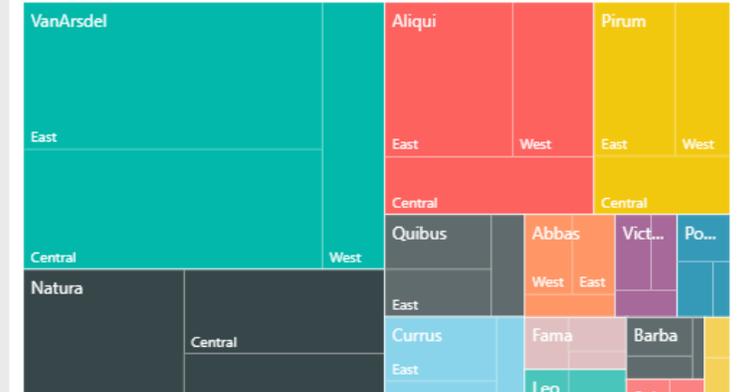
Total Units Overall
BY SEGMENT



Total Units YTD Variance %
BY MONTH, MANUFACTURER



Total Units YTD
BY MANUFACTURER, REGION





62% of smartphone users check their phone within 15 minutes of waking up.⁶ Offer your employees rich, dynamic mobile apps to get work done whenever and wherever necessary.



Intellectual property can constitute more than 80% of a company's value.⁷ Make sharing and collaboration inside and outside the organization easy and secure to protect your organization's valuable IP.



Meetings, phone calls, and emails eat up as much as 80% of employees' time.⁸ Provide a personalized homepage for every user so they can stay on top of the news, activities, and documents they need to get their work done.



By using social technologies, companies can raise knowledge workers' productivity by 20–25%.⁹ Offer your employees the ability to collaborate in real time with the apps they use every day to maximize productivity.

Any Questions

Kerri Mosley
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0475 429 721