



ULTIMATE IT GUYS

Let's Get Technical



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Ultimate IT Guys
**We Keep You
Safe, Secure,
& Productive!**



Good Afternoon, This is Cleatus Davis from Ultimate IT Guys

Welcome to the 2021 MONAHRO Let's Get Technical Session

Let's Get Technical



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2021 Technology Update

2020 the year of radical changes



We saw so much change during 2020. Businesses, schools , and churches shutdown. Wearing masks became the norm. Working from home increased drastically.

2021 Technology Update

What is New and Different?



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Solomon said that there is nothing new under the sun. He didn't live in 2020. While most things today are not necessarily new, they are very different.

What is New and Different?

- Online Meetings
- Working from Home
- Websites
- Other Technology to Consider
- Cyber-Crime
- New regulations and more penalties



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2021 Technology Update

Online Meetings

- So many choices
- Lots of meanings
- Security and Privacy concerns
- Annoyances and Frustrations
- How to use Online Meetings Effectively



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2021 Technology Update

Online Meetings

So Many Choices

- Zoom
- Go To Meeting
- Teams
- Webex
- Blue Jeans
- Google Meet
- AnyMeeting



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It seems like every software vendor has decided to be an online meeting platform now.

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Online Meetings

Focus on Top 3

- Zoom
- Go To Meeting
- Teams



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We can't possibly cover all of the possible online meeting platforms, so I decided to focus on the 3 most used.

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Online Meetings

Zoom

Official Website - [Zoom.us](https://zoom.us)



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New kid on the block that benefited greatly from the Covid Shutdowns of 2020. They are now one of the most used online meeting platforms. They had a few security bumps in the road early in 2020, but responded well.

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Online Meetings

Go To Meeting

Official Website - [GoToMeeting.com](https://www.gotomeeting.com)



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Go To Meeting has been around for a long time and works very well.

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Online Meetings

Teams

Official Website - microsoft.com/en-us/microsoft-teams



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Pieces of the Teams platform have been around since the 1990's and have been renamed many times. Teams' acceptance also benefited from the Covid Shutdowns of 2020. Has some usability quirks compared to Zoom and Go To Meeting.

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Online Meetings

Other types of Meeting Apps

- Remote Control Apps (Splashtop, TeamViewer, etc..)
- Video Calling Apps (Facetime, Duo, etc)



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These other types of online meeting apps are more specialized, but many times are a better fit for what you need to accomplish. These apps tend to work well when there are only 2 devices, such as in one-on-one training or remote tech support.

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Online Meetings

Security and Privacy concerns

- Check your privacy settings
- Use common sense for the content of your meeting



Every app is a little different, but typically you can access by going to your account, then either settings or privacy/security.

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Online Meetings

Annoyances and Frustrations

- Check your sound
- Mute
- Background noise
- Distractions
- Platforms change settings



Both presenters and attendees will have a better experience with meetings if you follow some good meeting practices. Platforms are always making changes and upgrades. It is a good idea to review changes before your meeting.

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Online Meetings

How to use Online Meetings Effectively

- Have an agenda
- Test platform ahead of time (leader & participants)
- Minimize distractions (No Multi-Tasking)
- Presenter –
 - Lighting
 - Webcam/Microphone
 - Clean background



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Working From Home



Working from home can be very rewarding and can be a productivity boost, but not for everybody. Every person, personality, and circumstance are different.

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Working From Home

- Remote Access vs VPN
- Secure file sharing
- Good Internet
- Remove Distractions
- Set work hours
- Go to work (get dressed, eat, etc)
- Take a break/Get out of the house



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Websites

A place for:

- Information
- Notifications
- Announcements
- Newsletters
- Form Downloads



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Websites

Basic Terminology

- Web Design
- Domain Name
- Hosting



Web Design –Creating the look and feel of the website.

This includes elements like size, colors, responsiveness, image sizes and where to put your content.

Domain Name – The name that people type in to locate your website.

Hosting – Where your website lives. Think of it like renting an apartment for your website.

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Other Technology Worth Noting

- Electronic Signatures
- Electronic Forms
- Public Internet Access
- Video Doorbells
- Internet of Things (other connected gadgets)



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Other Technology Worth Noting

- What other technology have you started using in the last year?



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Fighting Back

The Regulations

- **PCI/DSS** – Payment Card Industry Data Security Standard
- **HIPAA** – Health Insurance Portability & Accountability Act
- **GDPR** – European General Data Protection Regulation
- **CCPA/CPRA** – California Consumer Privacy Act
- **Texas Data Breach Regulation**
- **CMMC** – DoD CyberSecurity Maturity Model Certification



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More regulations

The Standards

- NIST Cybersecurity Framework
- CIS Controls



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Security is much more than just basic anti-virus. It is a process. There are 2 frameworks that are used for creating a more secure business. These 2 frameworks are referred to in many of the new regulations and cyber insurance documents. NIST is the National Institute for Standards and Technology. They develop standards across many industries. The CyberSecurity Framework from NIST is at a high-level view of security. The CIS Controls framework is from the Center for Internet Security and is also referred to as the CIS 20. It is a more detailed set of controls than the NIST Framework. Together they define a very good way to structure your security processes. Adopting, following and documenting your use of these framework will not only help you stay safe, but could help you stay compliant with insurance requirements and regulations.

Fighting Back

NIST Cybersecurity Framework

- Identify
- Protect
- Detect
- Respond
- Recover



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Security is much more than just basic anti-virus

Standards

CIS Controls™

V7

Basic

- 1 Inventory and Control of Hardware Assets
- 2 Inventory and Control of Software Assets
- 3 Configuration Management
- 4 Controlled Use of Administrative Privileges
- 5 Secure Configuration for Hardware and Software on Mobile Devices, Laptops, Workstations and Servers
- 6 Monitoring, Monitoring and Analysis of Audit Logs

Foundational

- 7 Email and Web Proxy Protection
- 8 Malware Defenses
- 9 Limitation and Control of Network Ports, Protocols, and Services
- 10 Data Recovery Capabilities
- 11 Secure Configuration for Network Devices, such as Firewalls, Routers and Switches
- 12 Boundary Defense
- 13 Data Protection
- 14 Controlled Access Based on the Need to Know
- 15 Wireless Access Control
- 16 Access Monitoring and Control

Organizational

- 17 Implement a Security Awareness and Training Program
- 18 Application Software Security
- 19 Incident Response and Management
- 20 Penetration Tests and Red Team Exercises



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Much more detail around specific processes that you need to put into place.

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The goals of cybercrime changed during 2020



Attacks have changed from direct quick money goals to longer term goals

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Exploit Fear

Creating A Perfect Storm

- Covid Pandemic
- Work From Home



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The Covid-19 Pandemic and the rush to work from home caused a perfect storm of uncertainty that hackers were able to capitalize on.

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Gather Intel

- Monitoring behaviors
- Monitoring software
- Analyzing more information using AI



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Uncertainty and fear made it easy for hackers and scammers to not only make a quick dollar, but also allowed them better access to install more tools for understanding how to attack you and your business. As users moved to work from home, they were able to get inside of corporate networks easier by attacking your home computers. They gathered mountains of data that they analyzed and used to find new ways to attack you.

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Upgrade

- Tools
- Techniques



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Hackers have upgraded their tools and techniques for attacking you. Hacking is a big business and they have developed tools and services to help other hackers. Much like you pay for a software subscription for Microsoft Office or Adobe, hackers have built subscription-based tools that other hackers can use to attack you quicker and more efficiently than ever. We saw major supply chain attacks during the last 12 months where hackers were able to get inside of large companies and government agencies using legitimate software that had been compromised.

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Attack

- New Ransomware Types
- Extortion Scams
- Old Tools, New Attacks
- Deep Fakes



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We saw a shift to several new ransomware varieties and some new attacks that used some older tools. One interesting twist was the move to extortion type scams as part of ransomware attacks. This type of attack encrypts your files, but as part of the ransom demand they threaten to release your files on the internet or threaten to post incriminating pictures or documents on social media. Deep fakes is a scam that use technology to take real photos or video, usually from your social media and combine them with pornography to blackmail or cause reputation damage to someone.

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Attacks are becoming

- More personalized
- More frequent
- More complex
- More dangerous



You can't get by doing what you have always done. Attacks are 24/7/365. Because so much information about you is readily available, it makes it easy for hackers to make very personalized attacks. This makes the attack much more believable. We are constantly bombarded with these attacks on Email, social media, advertisements, and websites. They are getting more complex and more dangerous every day.

You Are The Target



Let's switch from talking about the hackers, to talking about you and your housing authority

Fighting Back

How to Fight Back



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Fighting Back

The basics are still the
basics



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The Basics

- Updates
- Anti-virus
- Backups
- Clean computer
- Business Email



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Most people aren't even doing the basics

Beyond The Basics

- Proper Network equipment
- DNS Filtering
- Managed Detection & Response
- Vulnerability Management
- Threat Hunting



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Security is much more than just basic anti-virus

If we have time

Other Technology Considerations

- Hosted VOIP Phone Systems for better flexibility
- Virtual Meetings
- Using Website for announcements, notices and agendas
- Work From Home
- Disaster and Contingency Planning



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Stay Safe

Let us Help You!

Our Base Service Plan

- Preventative Maintenance
- Managed Anti-Virus Service
- Off-Site Backup
- Remote Support
- **Business Email Service** (w/Phishing, Virus & Spam Protection)



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Business Email Service is one of the big keys to stopping the attacks

Also if you are a housing authority you need to create a proper email account for using eLOCCS

Stay Safe

Let us Help You!

Other Services

- **Dark Web Monitoring**
- **Advanced Network Protection**
- **Security Assessments**
- **VOIP Phone Service**
- **Managed Copier & Print Service**
- **Managed Toner Service**



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Give us a call or email



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Questions?

580-782-2266

cdavis@ultimateitguys.com

Give us a call 580-782-2266 or send an email to cdavis@ultimateitguys.com

We will check to see if you have information on the Dark Web and help you clean up the mess.

We can run a security assessment at your business to help you understand your level of risk and what needs to be done to make it better.