

Slide 1

**ULTIMATE IT GUYS**

**Technology Update 2022**

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

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Slide 2

**Risks**

**2022**

**Technology Update**

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Slide 3

**2022 Technology Update**

**The New Normal**

- Some things have changed
- Some things are the same

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Slide 4

**2022 Technology Update**

## What is New and Different?



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Slide 5

**2022 Technology Update**

## What is New and Different?

- Online Meetings
- Working from Home
- More connected devices than ever
- Always connected
- Personal and business are interconnected
- New regulations and more penalties



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Slide 6

**2022 Technology Update**

## Using Technology to Deliver the New Normal

Touchless or reduced touch service

- Websites & Social Media
- Online Housing Applications
- Camera & Security Systems
- Kiosk & Public Use Devices
- Better Phone Systems



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Slide 7

**2022 Technology Update**

New Technology is Helpful, but  
you still need to

- Maintain it
- Keep it secure



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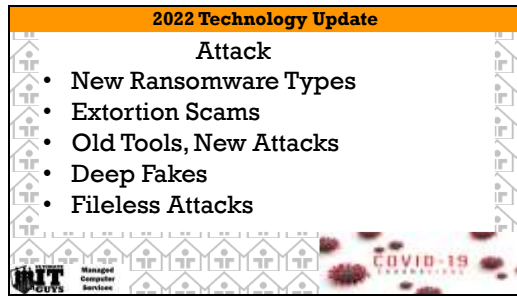
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Slide 8

**2022 Technology Update**

Attack

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



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Slide 9

**2022 Technology Update**

Attacks are becoming

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



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Slide 10

**You  
Are The Target**



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Slide 11

**Data Breaches**

**The Big Deal**

- **You are a target**
- **You are already a victim**
- **You don't know it**
- **You don't care**

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Slide 12

**Data Breaches**

Why do I care?

I am **Responsible** for the information at my housing authority:

- Applicants
- Tenants
- Employees
- Board Members
- Vendors
- Other Housing Authorities

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Slide 13

**Data Breaches**

How do Data Breaches Impact Me?

Increased Risk for targeted attacks

- Dark Web
- Phishing
- Email
- Ransomware



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Slide 14

**Risks**

- Data Breaches
- Ransomware
- Crypto-Jacking
- Email
- Phishing
- Dark Web
- Scams

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Slide 15

**Risks**

**Risk # 1**

**Data Breaches**

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Slide 16

**You Have Been a Victim**

**Over 80% of Americans have their information for sale by criminals on the DarkWeb.**



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Slide 17

**Risks**

**Risk # 2**

**Email**

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Slide 18

**Risks**

**Risk # 2**

**Why is Email a Risk**

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Slide 19

**Risks**

**Why is Email a Risk?**

- Data Breaches
- Phishing
- Data Leakage
- Virus/Malware



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Slide 20


**Risks**

**Why is Email a Risk?**

**Data Breaches**

Someone else has your info

Leads to most other attacks



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Slide 21

**Risks**

**Why is Email a Risk?**

**Phishing**



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Slide 22

**Risks**

Why is Email a Risk?

Data Leakage



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Slide 23

**Risks**

Data Leakage

Accidental or purposeful  
release of sensitive information



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Slide 24

**Risks**

Data Leakage

**(83%)** Employees have accidentally  
exposed sensitive customer or business  
data at their organization



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Slide 25

**Risks**

## Data Leakage

**5 Causes of accidental breaches by employees:**

1. External email services (Gmail, Yahoo!, etc.)
2. Corporate email – not protected
3. File sharing services (FTP sites, etc.)
4. Collaboration Tools (Slack, Dropbox, etc.)
5. SMS / Messaging Apps (G-Chat, WhatsApp, etc.)



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**Risks**

## Data Leakage

**Data Leakage IS a Data Breach**



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Slide 27

**Risks**

## **Combating Data Leakage**

- Encrypted Email
- Outbound Email Scanning
- Secure Remote Work (no usb)
- Secure file sharing (no usb)



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Slide 28

**Risks**

**Why is Email a Risk?**

**Virus/Malware**



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Slide 29

**Email is Dangerous**

Email is the preferred way of delivering attacks

- **86%** of breach related malware is delivered by email
- **95%** of complex attacks used email as one of the steps



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Slide 30

**Risks**

**Risk # 3**

**Phishing**



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Slide 31

**Data Breaches**

**Phishing** – trying to get information from you by tricking or scamming you.



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Slide 32

**What You Need To Know**

**57% of workers who get phished don't change their password behaviors**

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Slide 33

**Data Breaches**

**Avoiding Phishing**

- Business Email
- Email Filtering
- DNS Filtering
- Employee Training & Testing

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Slide 34

**Risks**

**Risk # 4**

**The Dark Web**



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Slide 35

**Dark Web**

Dark Web – a subset of the internet where many hacker communities and organized crime groups hang out.



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Slide 36

**You Have Been a Victim**

**Over 80% of Americans had their information stolen from 3<sup>rd</sup> party websites.**



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Slide 37

**You Have Been a Victim**

**Your information is now for sale on the Dark Web.**



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Slide 38

**Risks**

**Risk # 5**

**Scams**

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Slide 39

**Current Threats**

**What is a Scam?**

Trying to trick you into giving up money, information or access.



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Slide 40

**Current Threats**

**Why Scams Work**

- Seems Real
- Truth mixed with a lie.
- Prey on Fear
- Don't want to miss out



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Slide 41

**Current Threats**

**Things To Watch For**

- Claim to be legitimate
- Pushy
- Threatening
- Too Good To Be True



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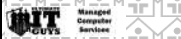
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Slide 42

**Fighting Back**

**How to Fight Back**



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Slide 43

**Fighting Back**

The basics are still the basics



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Slide 44

**Fighting Back**

The Basics

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



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Slide 45

**Fighting Back**

Beyond The Basics

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



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Slide 46

**Fighting Back**

The Standards

- NIST Cybersecurity Framework
- CIS Controls



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Slide 47

**Fighting Back**

NIST Cybersecurity Framework

- Identify
- Protect
- Detect
- Respond
- Recover



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Slide 48

**Standards**

CIS Controls



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Slide 49

**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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Slide 50

**Fighting Back**

**Tip # 1**

Start implementing a security framework –  
First Step, know what you have and where it is located

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Slide 51

**Fighting Back**

**Tip # 2**

Do the basics

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Slide 52

**Fighting Back**

**Tip # 3**  
**Keep Computer Updated**



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Slide 53

**Fighting Back**

**Tip # 4**  
**Use Modern Anti-Virus**



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Slide 54

**Fighting Back**

**Tip # 5**  
**Always have a good backup**



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Slide 55

**Fighting Back**

**Tip # 6**

**Clean Computer**



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Slide 56

**Fighting Back**

**Tip # 7**

**Use Business Class Email**

Scanning, Filtering, Archiving,  
Outbound Scanning



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Slide 57

**Fighting Back**

**Tip # 8**

**Go Beyond the Basics**



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Slide 58

**Fighting Back**

**Tip # 9**

**Proper Network Equipment**



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Slide 59

**Fighting Back**

**Tip # 10**

**DNS Filtering**



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Slide 60

**Fighting Back**

**Tip # 11**

**Managed Detection & Response**



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Slide 61

**Fighting Back**

**Tip # 12**

**Vulnerability Management**



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Slide 62

**Fighting Back**

**Tip # 13**

**Threat Hunting**



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Slide 63

**Fighting Back**

**Tip # 14**

**Use Complex, but memorable passwords**



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Slide 64

**Fighting Back**

**Tip # 15**

**Don't Reuse Passwords**



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Slide 65

**Fighting Back**

**Tip # 16**

**Use a Password Manager**



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Slide 66

**Fighting Back**

**Tip # 17**

**Use Multi-Factor Authentication**

**MFA**



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Slide 67

**Fighting Back**

**Tip # 18**

**Use Email Encryption**  
For sending sensitive information



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Slide 68

**Fighting Back**

**Tip # 19**

**Employee Training**

- Security Training
- Phishing Simulation



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Slide 69

**Fighting Back**

**Tip # 20**

**Be secure when working remotely**

No free wifi, No USB sticks, Use secure remote software



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Slide 70

**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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Slide 71

**You Don't Have To Be a Victim!**

**Requires Action**

You can't continue to ignore the problem  
(It isn't going away)



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Slide 72

**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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Slide 73

**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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Slide 74



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**Questions?**

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