Remote Working: What We've Learned in the Past Year

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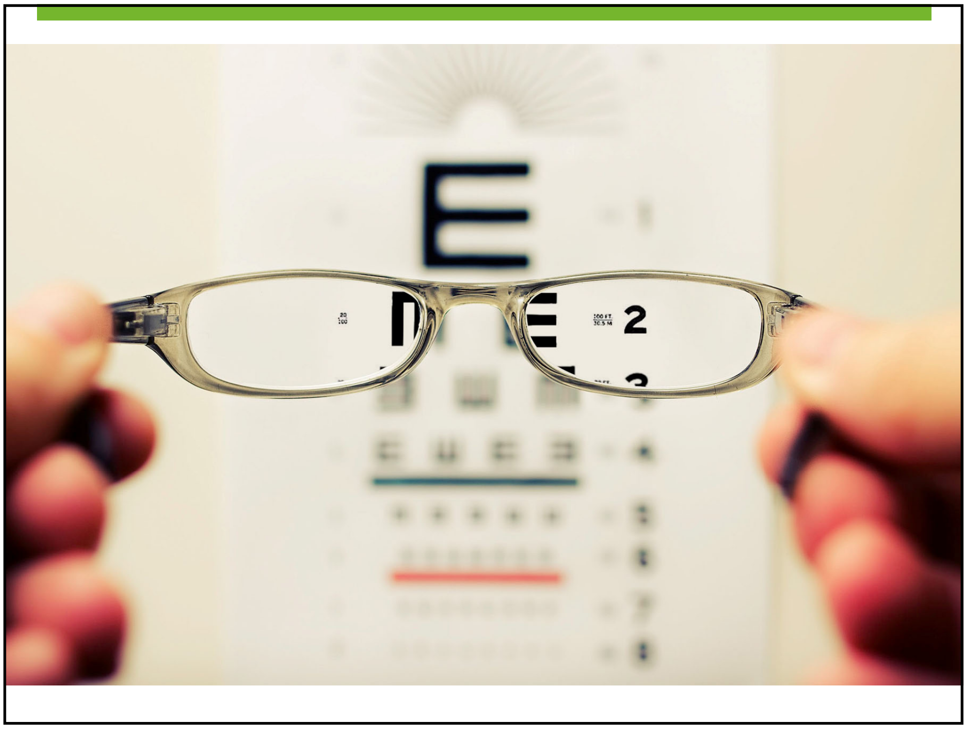

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Lesson 1: Expect the Unexpected

- Cannot predict the future
- Changes across all industries accelerating
- Must respond to threats and opportunities quickly
- No definitive timeline — evolution must continue!
- Need strategic foundation built on flexibility and adaptability

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Lesson 2: Flexibility is the Key to Resiliency

- The rigid won't survive
- Strategically plan now with a focus on flexibility
- Allow yourself to be resilient in the future

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Lesson 3: Technology Chokepoint

- Everything relies on support and input from IT
  - Infrastructure, system, and application support
  - Business continuity and disaster recovery
  - Supporting remote work environments
  - Implementing efficiencies
  - Managing vendor relationships
- Plan for efficiency, effectiveness, security

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Lesson 4: Collaboration is Key

- Collaboration moves us forward
- Need efficient and effective ways to collaborate
- Many have not prioritized collaboration in planning
  - Ex: Zoom and “Zoombombing”
- Include all departments
- Internal and external needs

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Trend Work: Hybrid Work Will Continue

- Cutting ties to our physical location
  - Working from home
  - Investing in cloud technology
  - Expanding hiring pool
  - Reaching constituents and carrying out our mission in innovate ways

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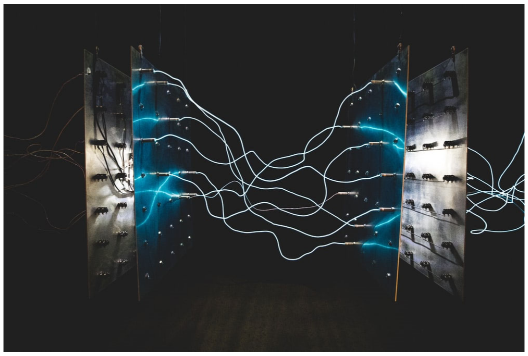
Collaboration Needs Connection

- Can’t have collaboration without connection
- Three major players
  - Amazon
  - Microsoft
  - Google



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Focused on Cloud

- Numerous benefits by being cloud-focused
  - Availability
  - Accessibility
  - Centralization
  - Redundancy
  - Scalability

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SmartVault

box

Dropbox

pCloud

OneDrive

ShareFile®

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Cloud Data Storage and Data Transfer

- Further cut ties with physical office
- Makes data accessible in a very easy way
- Can increase collaboration
  - Reduces duplication of files
  - Work at the same time

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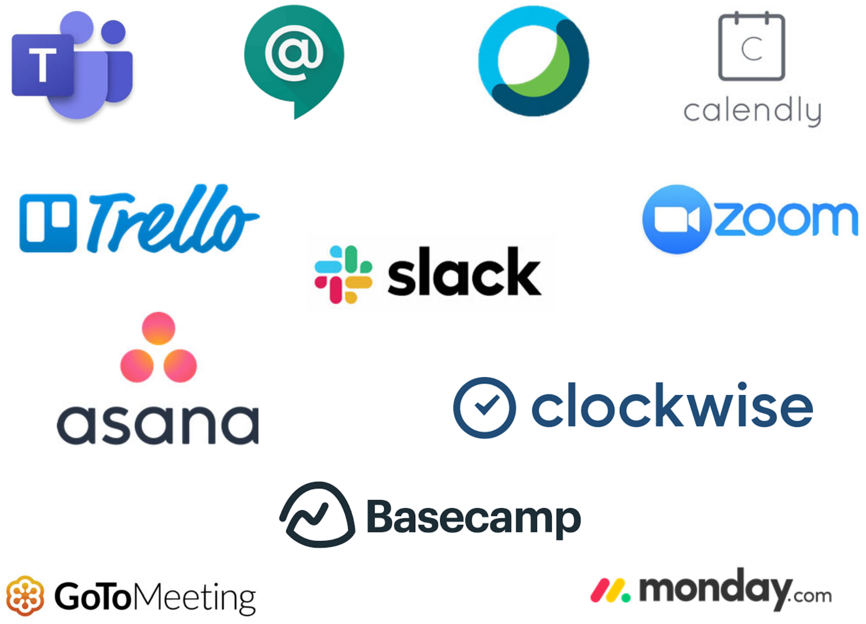

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Collaboration Tools

- Help with efficiency and effectiveness
  - Managing teams
  - Audio and video conferencing solutions
  - Setting up meetings
- Can reduce number of emails (!!!)
- How effectively did we collaborate during the pandemic?

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Make Your Tools Work for You

- Overwhelming number of choices
- Consider ease of use
- Consider integrations and compatibility
  - Internal and external usage
- Don’t create more problems
- Define acceptable usage

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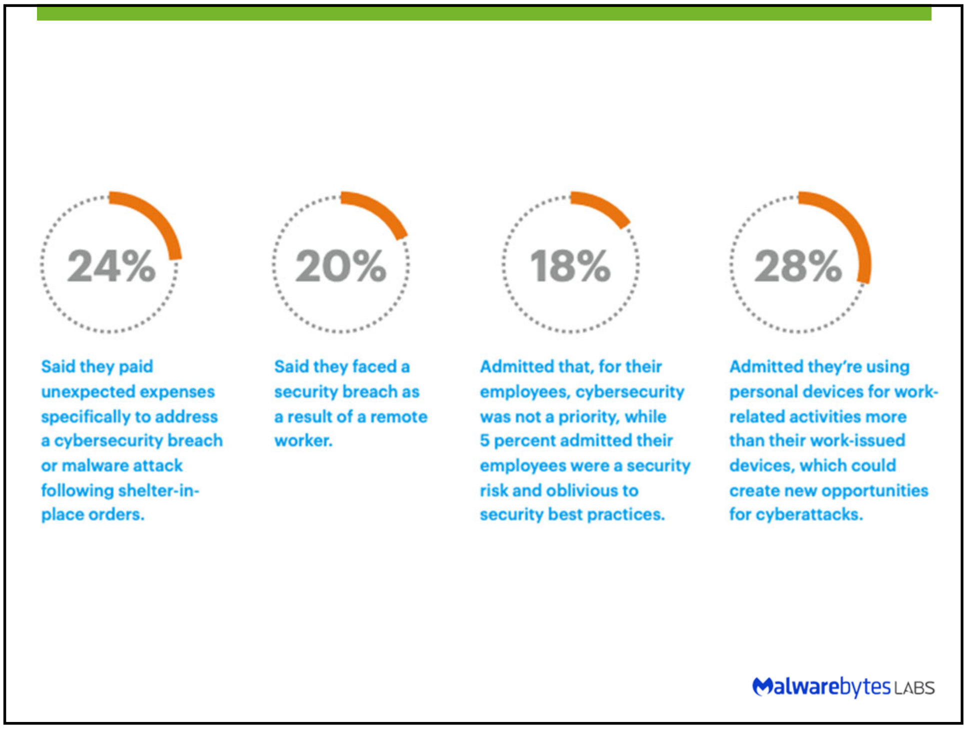

24% Said they paid unexpected expenses specifically to address a cybersecurity breach or malware attack following shelter-in-place orders.

20% Said they faced a security breach as a result of a remote worker.

18% Admitted that, for their employees, cybersecurity was not a priority, while 5 percent admitted their employees were a security risk and oblivious to security best practices.

28% Admitted they're using personal devices for work-related activities more than their work-issued devices, which could create new opportunities for cyberattacks.

Malwarebytes LABS

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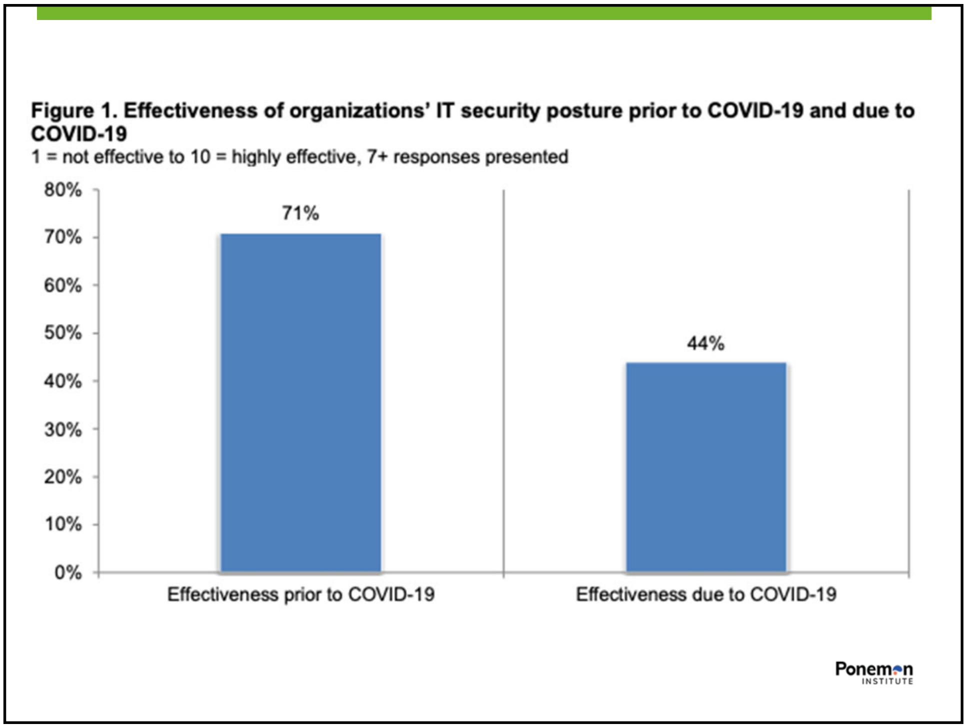

Figure 1. Effectiveness of organizations' IT security posture prior to COVID-19 and due to COVID-19

1 = not effective to 10 = highly effective, 7+ responses presented

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Blurred Lines & Blindspots Study

- Employees take more risks than they would in office
  - 27% knew they shouldn’t share devices but felt they had no choice
  - 69% of workers have used personal laptop, printer, or scanner for work activities
- Bad actors know remote workers are vulnerable
- Limitations in how we manage endpoints
  - Cannot rely solely on perimeter security

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Strategically Planning for Security

- Third-party risk management
- Enhanced authentication
- Data management
- Endpoint management
- End-user awareness and support
- Adaptive security

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Risks from Relying on Third Parties

- Business, financial, and reputational risks
- Data loss via deletion, corruption, or alteration
- Comingling of data
- Unauthorized access
- Malware
- The list continues…

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Third-Party Risk Management

- Retroactive due diligence
- Classification and inclusion in annual review
  - Cloud hosting and file transfer
  - Collaboration tools
  - Existing vendors with increased risk profile
- Controls for mitigating third-party risks should drive strategic plan

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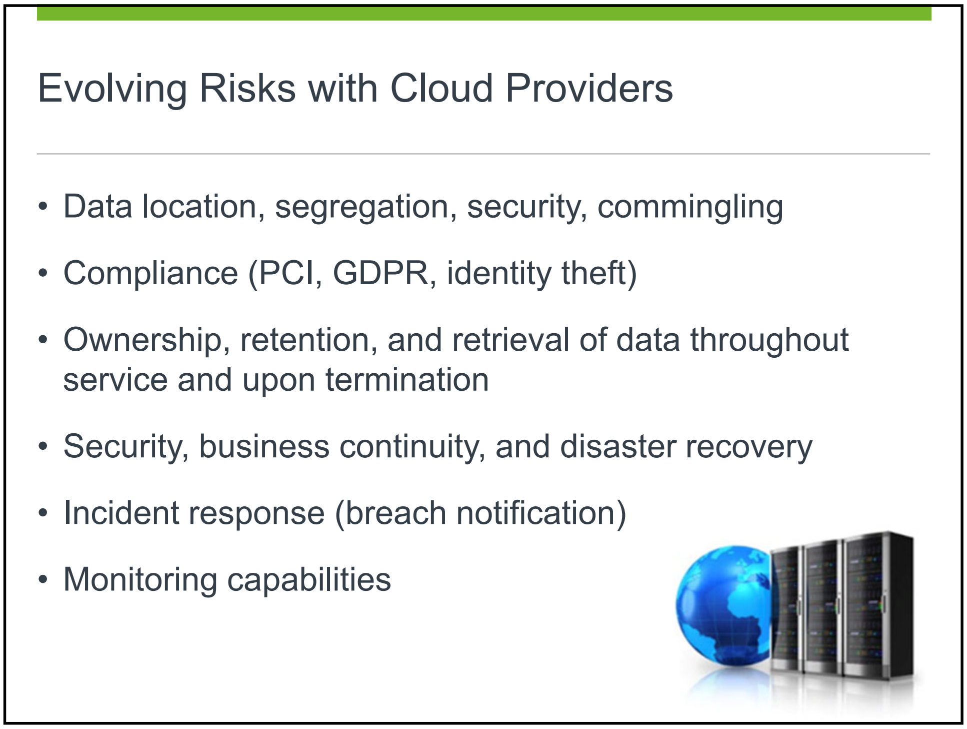

Evolving Risks with Cloud Providers

- Data location, segregation, security, commingling
- Compliance (PCI, GDPR, identity theft)
- Ownership, retention, and retrieval of data throughout service and upon termination
- Security, business continuity, and disaster recovery
- Incident response (breach notification)
- Monitoring capabilities

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You Can’t Outsource the Oversight

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Enhanced Authentication and Data Management

- Single sign-on (SSO) solutions
  - Enhanced passwords and lockout settings
  - Multi-factor authentication and IP restrictions
  - User access management
  - Insight into devices being used
- Data management and data loss prevention (DLP)

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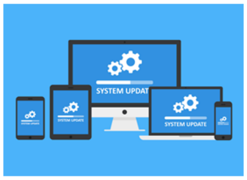
Endpoint Management

- Enhanced inventorying and tracking
- Centralized management and monitoring
  - “Over the air” functionality
  - Enforcement of security policies
  - Limiting local administrative rights
  - Revisiting encryption management



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Endpoint Management – Mobile Devices

- Mobile device management (MDM)
  - Containerization
  - Restricting what can be accessed on device
  - Enforcing critical controls
  - Data loss prevention
- Limit impact to personal data

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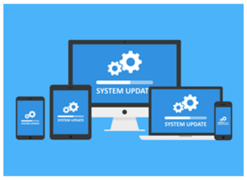
Endpoint Management – Home Office

- Update and secure across home network
- Secure router, streaming devices, voice assistants, appliances, smart home devices
- Separate home/guest wireless from business
- Consider risk of obsolete devices
- Reinforce employee awareness



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End-User Awareness and Support

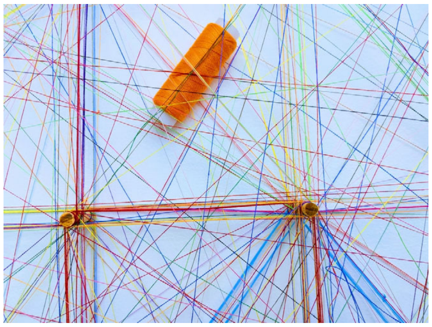
- Increase awareness around evolving threats
  - Phishing, ransomware, etc.
  - Home office security
  - Wireless networks
  - Devices used to access work data
  - Incident management and reporting
  - Shadow IT

Build Culture of Awareness

- Culture comes from the top – all should participate
- Find right method for your staff
- Tailor training for high-risk departments/staff
  - Roundtable testing
  - Discuss real-world examples
  - Walk through incident response plan

Biggest Challenges to Security in Hybrid Work

- Perimeter controls not comprehensive
  - Do not cover lateral movement if network penetrated
  - Do not cover all sources of data and endpoints (e.g., on-site, home office, vendor)
- Requires investment



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Shift Controls to Support Adaptive Security

- Controls need to be deep and wide
- Prevention + detection + response (add: prediction)
- Use behavioral learning and artificial intelligence for better monitoring and continuous learning/evolution
  - Ex: enhanced email filtering
  - Ex: ransomware controls

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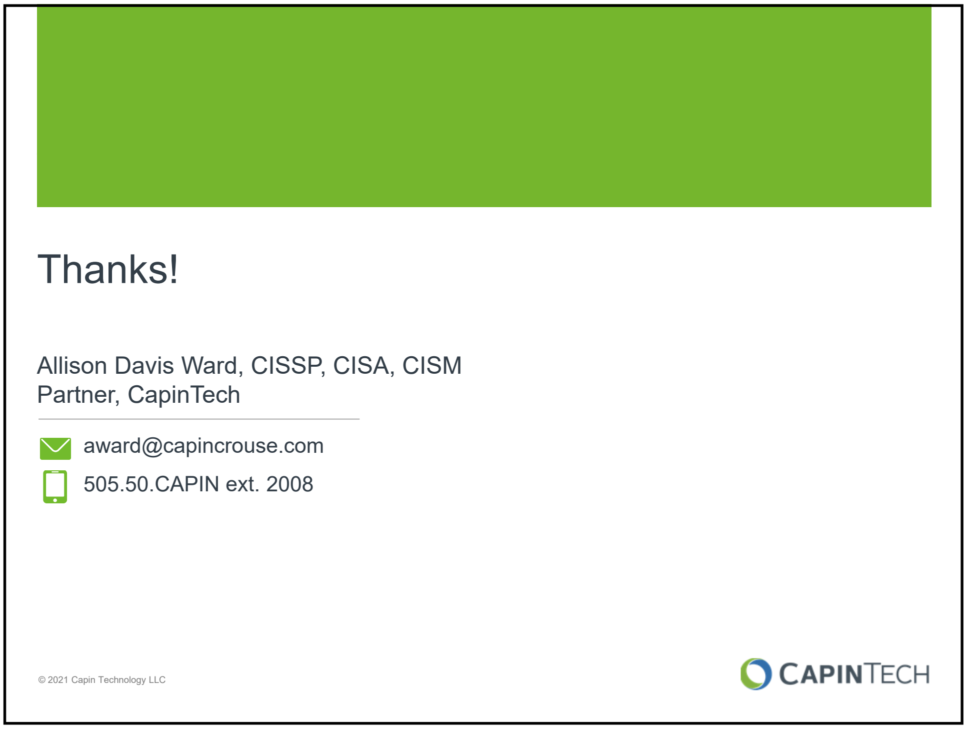

Thanks!

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