

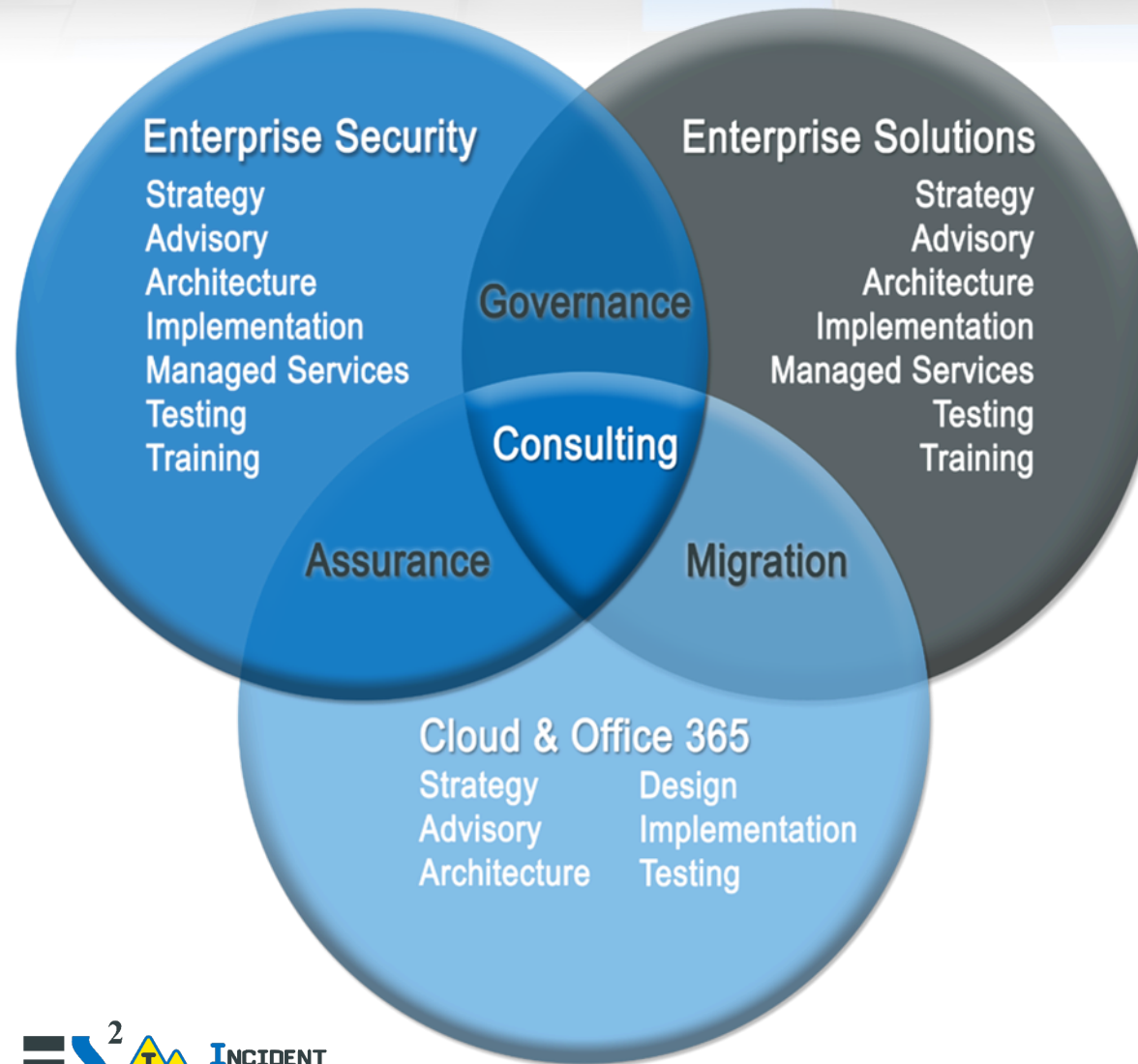
Lunch & Learn - Cyber & Digital Best Practices for Councils

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.

Examples of PII

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

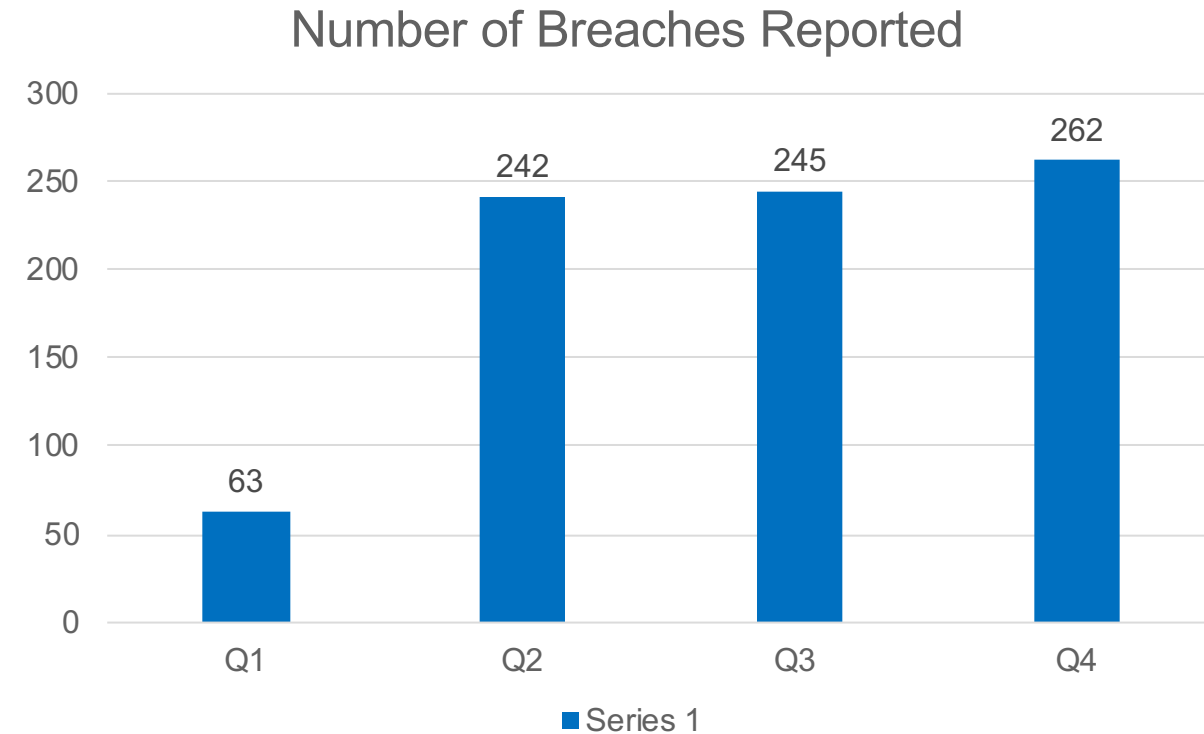
- 1) Email Account Takeover → Financial Impact
- 2) Ransomware → Data Loss
- 3) Data Breach → Brand Damage
- 4) Malware Attack → Downtime
- 5) DDoS → Brand Damage / Downtime

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

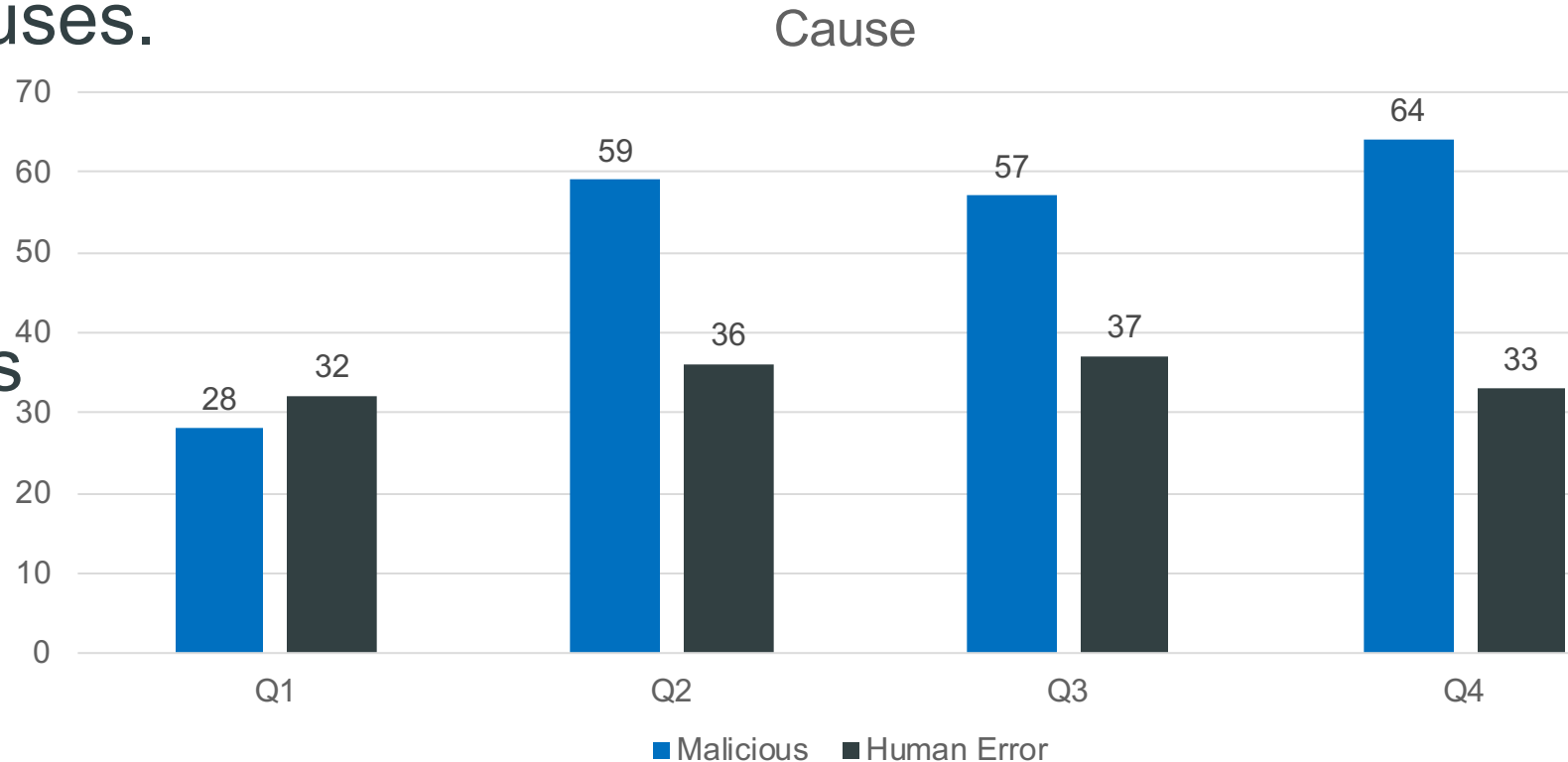
OAIC have now produced four quarterly Notifiable Data Breach (NDB) reports providing almost a full year of breach data.



1 Year of NDB Legislation

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

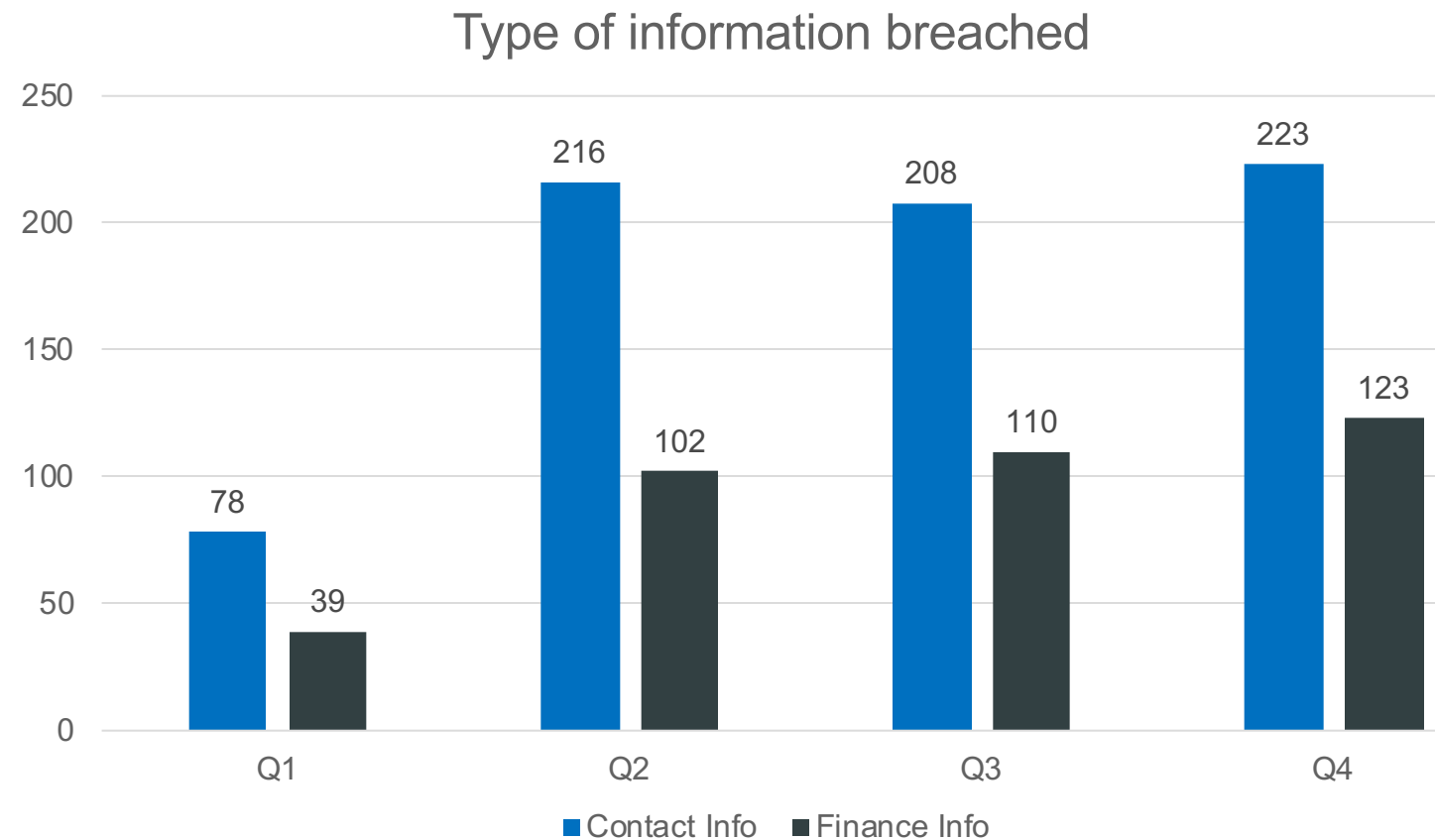
The highest percentage attributed to system faults is only 6%.



1 Year of NDB Legislation

The information that is most often breached is:

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



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

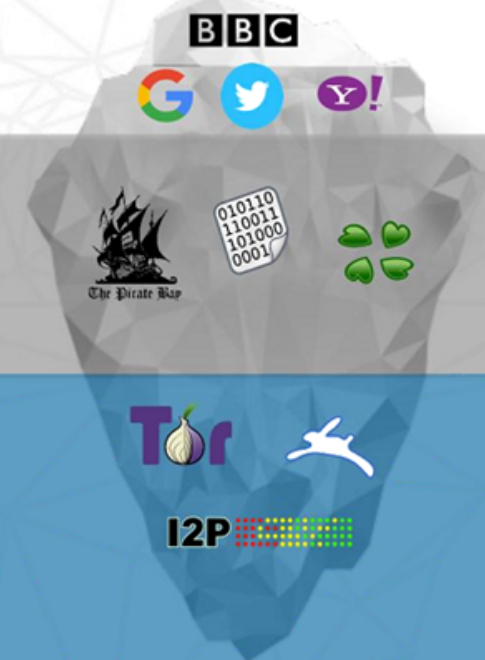
95 % of web content

- 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

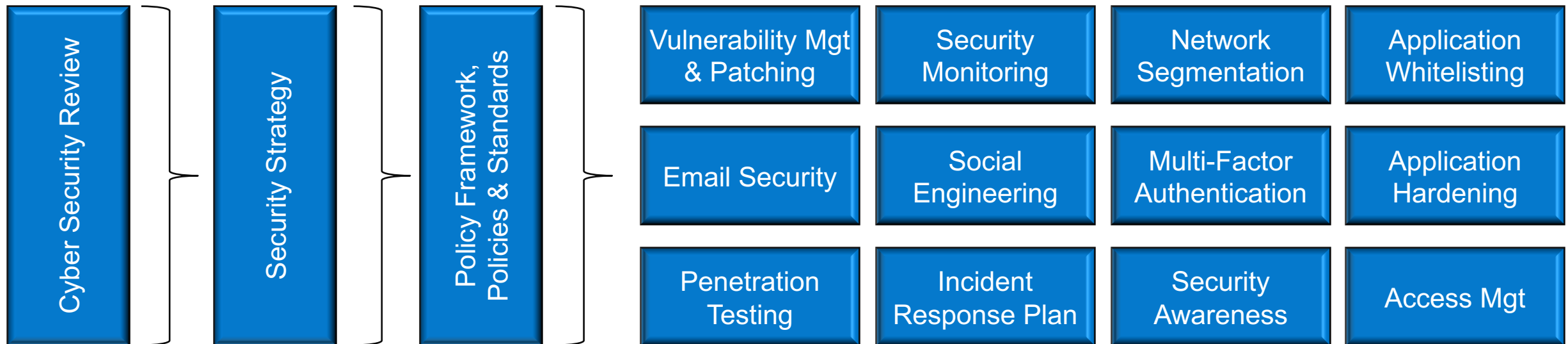
Root cause analysis, post breach review, develop remediation plan, lessons learned


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



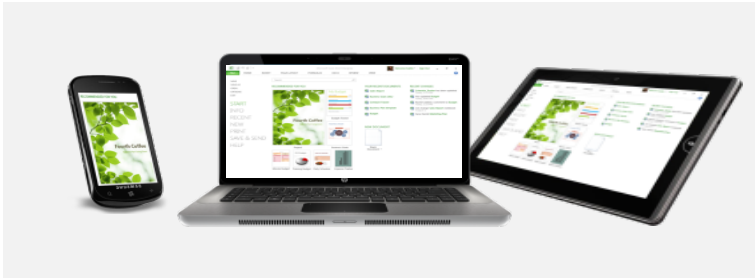
[Home](#)[Notify me](#)[Domain search](#)[Who's been pwned](#)[Passwords](#)[API](#)[About](#)[Donate](#) 

';--have i been pwned?

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

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

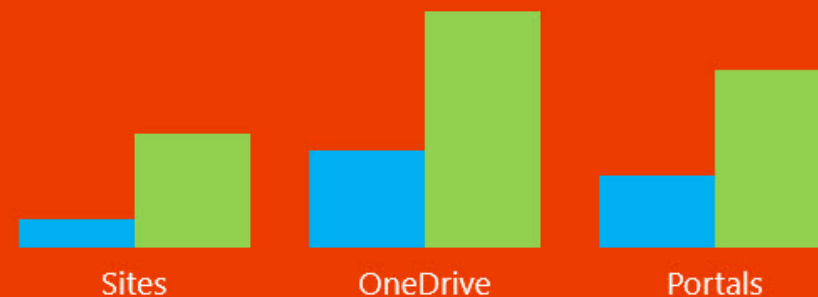
SharePoint | workloads



User growth
400% monthly active user growth

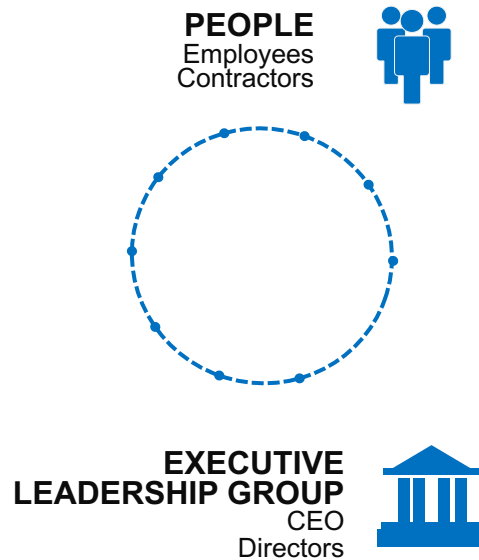


Content growth
300% YoY content growth

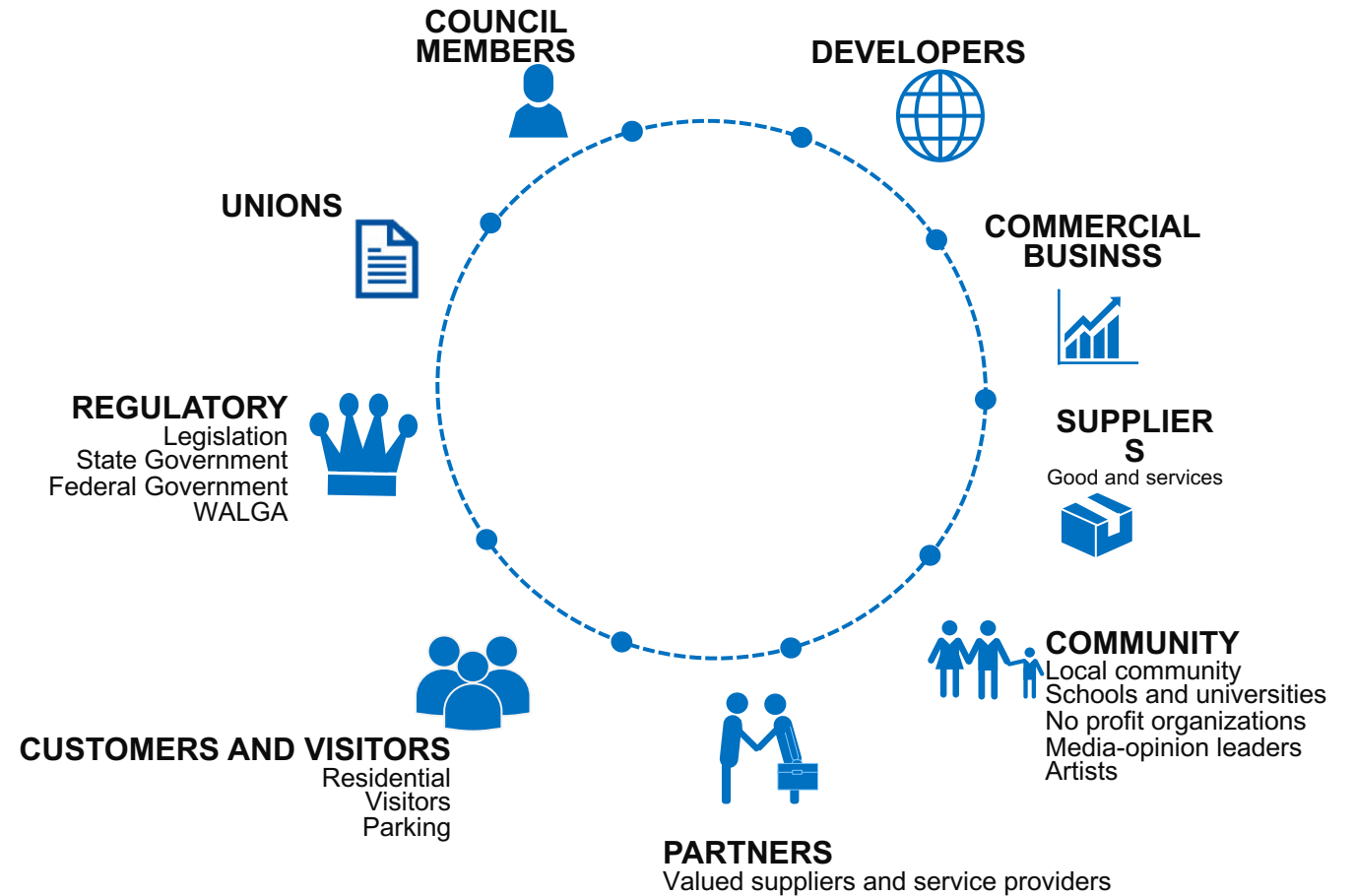


Stakeholders

Internal



External

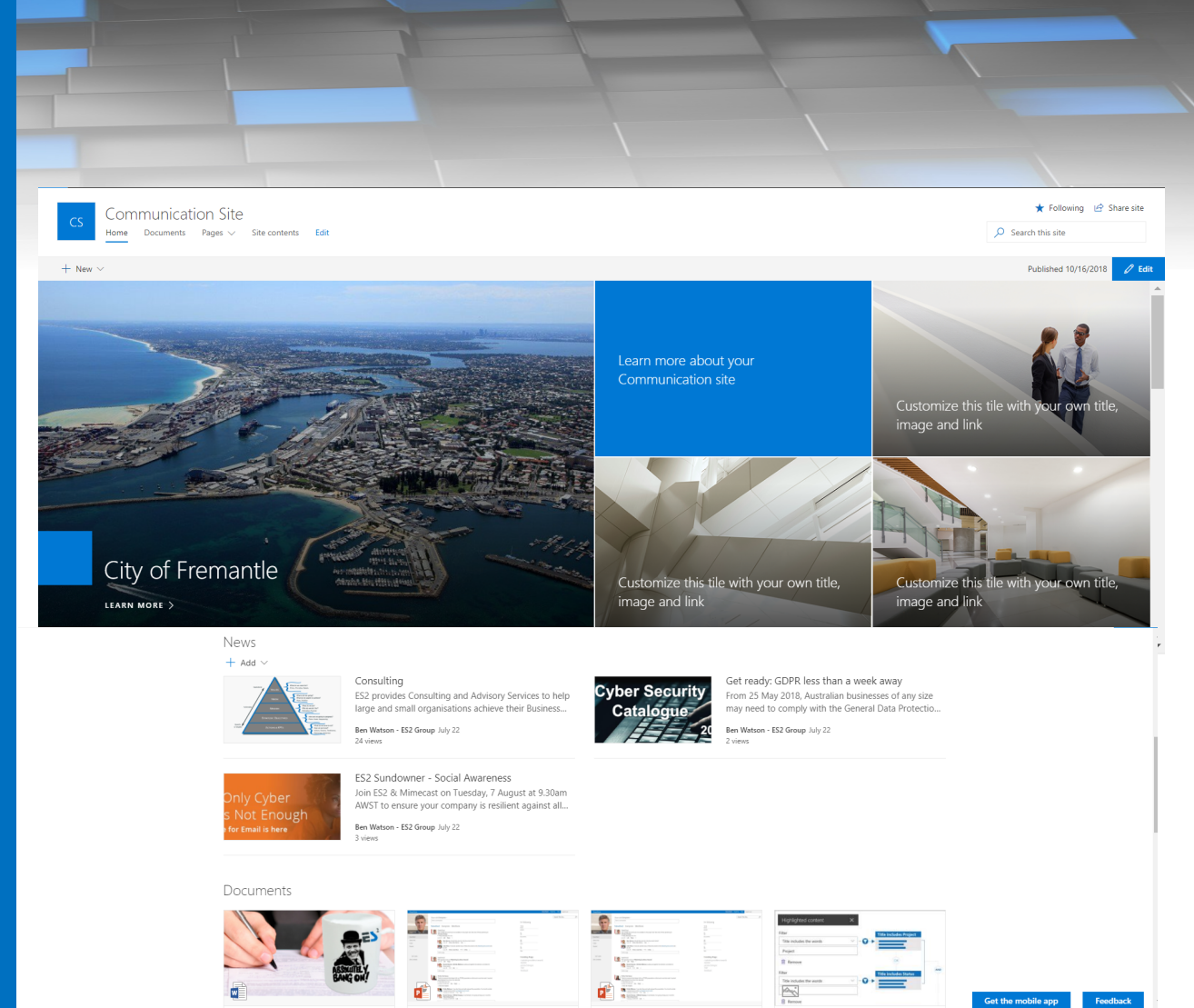




Share the vision



23



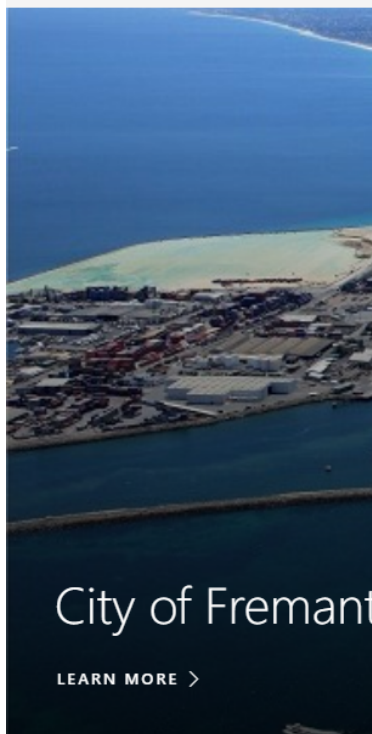
Slide 23



Communications

Home Documents

+ New Page details



News

+ Add



Consulting

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

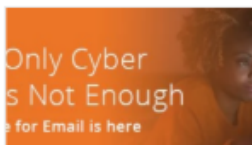
Ben Watson - ES2 Group July 22, 2018
44 views



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, 2018
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, 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

★ Following Share site

Search this site

Published 4/9/2019

Edit

our

with your own title,

Working with Documents

The screenshot displays the ES2 Team Site in SharePoint. At the top, a blue callout box states: "Edit, share or follow documents with one click". The site header includes the ES2 logo, "ES2 Team Site", and links for "Not following" and "Share". A search bar is on the left. The main content area shows a breadcrumb path: "Operations > Templates > Commercial". A blue callout box points to the list of documents: "Drag and drop content into SharePoint". The document list has columns for Name, Modified, and Modified By. The selected document is "ES2 - CLIENT - SUBJECT - SoW Fixed.docx". On the right, a document preview is shown with a blue callout box: "Live document previews". Below the preview, the "Has Access" section shows a "Manage access" link and a callout box: "Track who you're sharing with". The "Properties" section is partially visible at the bottom.

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

CS 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	+ Add column
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 22			

File Home Share View

Navigation pane Preview pane Details pane

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 Options

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.

Quick access ES2 Communication Site ES2 Team Site - 18-1 This PC Network

Work together securely

Communication Site

Home Documents Pages Site contents Edit

Search Documents

Open Share Copy link Download Delete Flow Pin

Documents

Name Consulting

Document.docx

Document1.docx

Document2.docx

ES2 - SharePoint Overview Pres.

ES2 - SharePoint Presentation.p.

Personalising Content displayed

Send Link Document.docx

People in ES2 with this link can view.

Enter a name or email address

Add a message (optional)

Send

Copy Link

Manage permissions

Share Copy link Download

Link settings

Share documents with people inside and outside your organization

Who would you like this link to work for? [Learn more](#)

Anyone

People in ES2

People with existing access

Specific people

Other settings

☐ Allow editing

Apply Cancel

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 → Qualify Lead → Develop Opportunity → Prepare & Send Quote → Send Invoice

SUMMARY | PRODUCT LINE ITEMS | TAB LABEL | TAB LABEL

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

Timeline

Type a post...

TODAY

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... Ullamcorquis sodales dolor sit ame

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

Refresh Convert To Email a Link Word Templates

CASE
Noise from product
Read only

Priority: High
Created On: 10/10/2017 12:21 AM
Status: In Progress
Owner: Veronica Quek (Sample)

Phone to Case Process
Active for 41 days

Identify Research (41 D) Resolve

Summary Details Case Relationships SLA Related

General Information

Account
TR Trey Research
Trey Research
info@treyresearch.net
+49-(0)89-0110-0

Case Title: Noise from product
Case Number: CAS-00290-XZX1T1
Subject: Service
Customer: Trey Research
Origin: Twitter
Product: Carbon Fiber 3D Printer 20"
Entitlement: ---
Description: ---

Timeline

Timeline

Enter a note...

OLDER

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.
Assign Delete

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.
Like Reply

Related

Recent Cases

Status	Case Title
Active	Noise from product

Entitlements

Entitlement Name	Remaining Terms	Status
------------------	-----------------	--------

No data available.

Knowledge Base Search

Noise from product

11 Results found Sort by Relevance

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"FDMM 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
Link

Dashboards

Ask a question about your data

Total Volume
IN 2014

50K

Market Share
LAST 12 MONTHS

32.86%

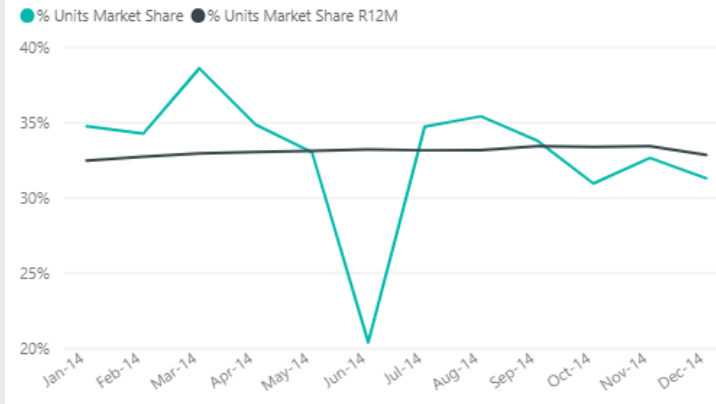
Our Total Volume
IN 2014

16K

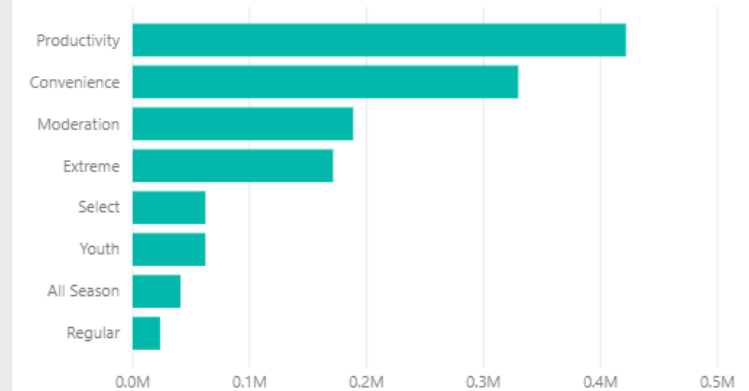
Sentiment

68

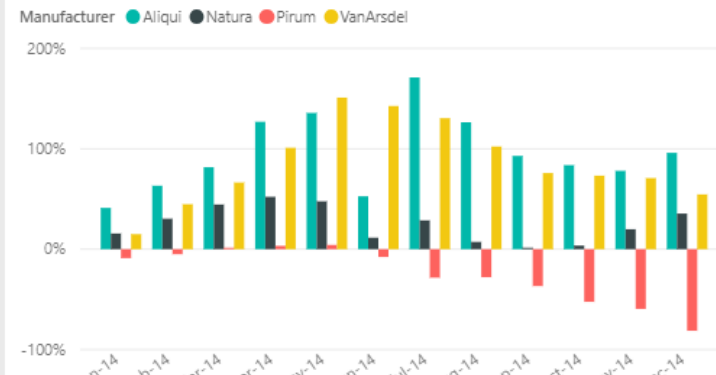
% Units Market Share vs. % Units Market Share Rolling 12 Months
BY MONTH



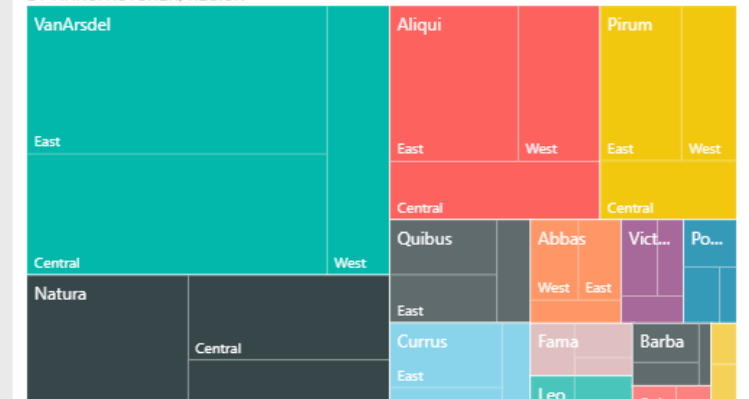
Total Units Overall
BY SEGMENT



Total Units YTD Variance %
BY MONTH, MANUFACTURER



Total Units YTD
BY MANUFACTURER, REGION



Ending thoughts



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

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