

User guide for CASES Diagnosis

Benjamin Joly

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First connection and Password change



DIAGNOSTIC CASES



Upload a file

Choisissez un fichier | Aucun fichier choisi

Upload

Create a diagnosis

Email address

Password

[Forgotten your password?](#)

Log in

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The first step to do is to change the password. For that, just click on the 'Forgotten your Password?' link, and put the mail which should be on the database.

Forgotten your password?

Email address

Receive e-mail

An e-mail will be sent to you at this address explaining how to change your password.

Note that the e-mail is only valid for 24 hours.

Then mail will be sent to you.

You have forgotten your password for the **CASES diagnosis**

To create a new password, please click on the button below:

[NEW PASSWORD](#)

If this e-mail does not concern you, please ignore this message

Cases

By clicking the link 'NEW PASSWORD' in the mail, you will get into a page where you can change your password. You only need to put the new one into the two text fields, and then just click on the 'Change Password' button. If the mailing address is not found on the database, the mail will not be sent.

New password

New password

.....

Confirm new password

.....

Change password

Then, you just need to create your first own diagnosis. For that, just log in to the main connection screen, by giving your mail and your new password. Then, just click on the 'Log in' button.

WARNING

If you are on the Virtual Machine, you will NOT have any mail server installed by default. So you won't receive any mail unless you install one. You can also use a script included in the virtual machine to change manually a password of any user `[Path_to_Diagnostic]/scripts/changePassword.sh`

TIP

This script should be used only in a closed environment which does not have a network connection. This script needs to have the username of the user that wants to change his password. (Ex: `./changePassword.sh "diagnostic@cases.lu"`). The password needs to have at least a lower case, an upper case, a digit and a special char, and at least 8 characters.

Begin a diagnosis as a User

The screenshot shows the 'cases Diagnostic' application interface. At the top right, there is a header bar with buttons for 'Administration', 'Log out', and language selection (EN, FR). Below the header, on the left, is a navigation panel with a list of topics: 'Information about organization', 'Awareness of security and compliance', 'Employee management', 'Third-party management', 'Physical and environment security', 'Access control', 'IS infrastructure and composition', 'Information system', 'Incident and business continuity', and 'Summary of evaluation'. To the right of the navigation panel is a main content area titled 'Information about organization'. This area contains a large text input field for the organization's description, and below it, two dropdown menus labeled 'Activity' (with 'Craft' selected) and 'Number of employees' (with '0 - 4' selected). At the bottom of the main content area is a green button labeled 'Record and continue'. At the bottom of the navigation panel, there are two buttons: 'Report' and 'Export'.

1. Administration Log out EN FR

2. Choisir un fichier Aucun fichier choisi Upload

3. Information about organization

4. Report Export

On the header, at the right side (1. on the picture), you can set, by clicking on the corresponding button, your language (**English** and **French** are the two only choice right now). You can also disconnect by clicking on the 'Log out' button. Also, if you are administrator of the application, you should see the admin menu access button near the red button use to disconnect.

On the top of the screen but below the header, at left, you could see a button where you could just resume form an old diagnosis (2. on the picture).

Just below, there is the navigation panel (3. on the picture), which we will describe just a little later. Same for the two buttons used to get the report or save the current Diagnosis (4. on the picture).

Finally, on the right of the screen, there is a free-text panel, where you should put some text which will be in the report (5. on the picture). Most of the time, the introduction is used to give the context of this diagnosis, and some info that could be useful when you read the report. You can also put the activity of the organization, and its number of employees.

This screenshot shows the 'cases Diagnostic' application interface with the 'Information about organization' section filled with text. The text in the large input field reads: 'MyPrint is a print shop, which has 150 employees. It has a variety of technologies and possibilities of printing (rotary presses, offset, calligraphy, lasers, etc.) which give a lot of different services and clients from many different sectors. Firstly, the company is not targeting any certification; it only wants to know its maturity about information security domain. Later, it will be easier to know which investments to make, satisfying the requirements of the financial sector.' The 'Activity' dropdown menu is now set to 'IT' and the 'Number of employees' dropdown menu is set to '100 - 499'. The 'Record and continue' button is still present at the bottom of the main content area.

Choisir un fichier Aucun fichier choisi Upload

Information about organization

Information about organization

Awareness of security and compliance

Employee management

Third-party management

Physical and environment security

Access control

IS infrastructure and composition

Information system

Incident and business continuity

Summary of evaluation

Organization help

Activity IT

Number of employees 100 - 499

Record and continue

Report Export

Then, to save your work, you should just hit 'Record and continue'. In the navigation panel, the theme should be green to indicate that there is already some text.

The summary, which is the last part of the Diagnosis, is a short description of the most important points in it. The most important recommendations, what should be done next...

Those are the only free text fields which are present.

After saving the first information, you will be redirected to the first question.

As you can see in the navigation panel, there are eight big themes, which can contain some questions. The red color is mainly used on the theme where you currently are. The question which is black and bold is the current one. The green one is saved and contains text. By clicking on the main theme, question about it will appear, and then you can go on the questions by clicking on them.

The red cross near the question is to delete the question for this diagnosis.

WARNING

If you make a new one, the question will appear again. If you want to make it disappear for all diagnosis that you make, you should just go in the administration panel to delete it.

Choisissez un fichier

Aucun fichier choisi

Upload

Information about organisation

Awareness of security and compliance

What security mechanisms already exist (other than technical mechanisms)? ✖

What is the core business? The most sensitive processes/items of information? ✖

What compliance obligations does the job involve? ✖

Compliance with legislation on personal data? ✖

➕ Add a question

Employee management

Have staff members been on training courses recently? ✖

Management of staff turnover? ✖

Are IT responsibilities (and possibly security responsibilities) defined? ✖

Is any hardware supplied to certain employees for work purposes? ✖

Does tele-working exist? ✖

➕ Add a question

Third-party management

Physical and environment security

Access control

IS infrastructure and composition

Information system

Incident and business continuity

Summary of evaluation

Report

Export

You can also add questions by clicking the red ➕ **Add a question** button.

WARNING

Be careful, when you do add a question this way, it will be only last during this diagnosis. If you want to add a question for all your diagnoses, you should add it in the administration part.

Add a question

Question

Help

Upper threshold

Threat :

▼

1

2

3

4

5

X Weight :

▼

Add

You will have the question field to add the question as it will appear into the report. The info field is for details which are displayed only for the question creator. It's useful to add details to the question, or have a reminder of the main points to talk about.

The threshold is a little more difficult to use. To put it simply, this is the multiplication of the threat and weight of the question in the category.

Let's take an example:

Imagine you need a specific question on the BYOD, and you think this should be really important. Moreover you have, in the same category, a question less important.

If the threshold are respectively 10 (threat 2 * weight 5 for example) and 5 (threat 1 * weight 5 for example), then the maturity on a level is calculated this way: $((10/3 \times maturity) + (5/3 \times maturity))$ where the maturity could be 0 if not managed, 1 if more or less managed and 2 if managed. So if a policy is more or less managed about BYOD and the other question is managed, the category will be $((15/3 \times 1) + (10/3 \times 2)) = 5 + 6 = 11$ out of 16 (The maximal possible) of maturity for this category.

TIP

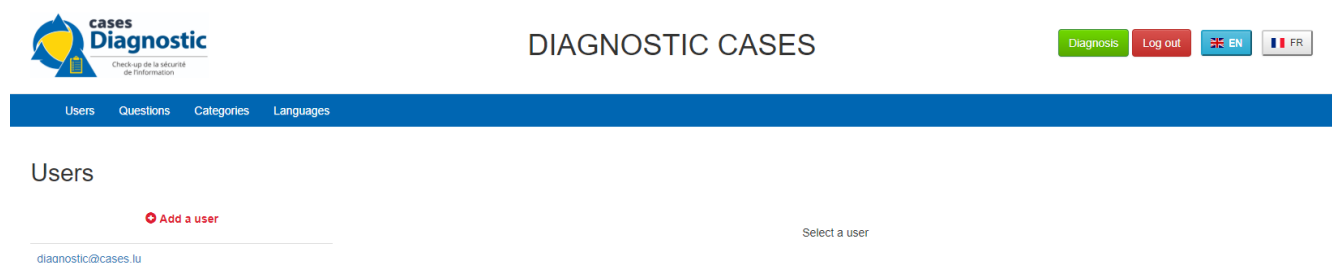
The maturity can also be not applicable, i.e. the question is not appropriate for the enterprise. Thereby, the question is not calculated in the final result.

Finally, just hit the green 'Add' button to add your new question and get back on the main page.

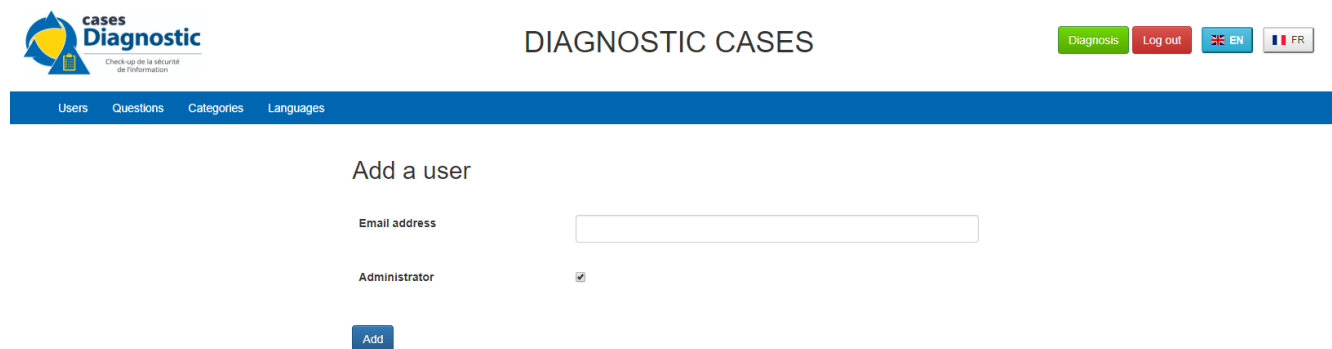
Administration Panel

Users Tab

There are six tabs (On the blue header), the first one is for Users, and then the other are Questions, Categories, Languages, Reports and Settings.



You can see all the mail addresses which are authorized to connect to the diagnosis. You can click on the **+ Add a user** button, so you can add a user.



You can put a mail address, choose if this account has access to this interface, and just add it by clicking the blue button 'Add'.

On the page where you can see all mail which is allowed to connect to the Diagnosis, if you click on them, you should be able to modify the address or choose whether it is admin or not.



TIP

The only way to modify a password is to get a password Forgotten link, or the script which is with the Virtual Machine.

You can also delete a user by clicking on the right side, the red button where "Delete" is written.


WARNING

Be extremely careful, there is no confirmation message when you delete a user here.

Questions Tab

Questions Screen

The second tab list all the default questions that will appear when you open a new Diagnosis.



DIAGNOSIS CASES





























DiagnosisLog outENFR

UsersQuestionsCategoriesLanguagesReportsSettings



Questions

Choisir un fichierAucun fichier choisiUploadExport

Add a question

Question	Translation key	Category	Upper threshold	Blocking question	Action
What security mechanisms already exist (other than technical mechanisms)?	__question1	Awareness of security and compliance	20	×	 
What is the core business? The most sensitive processes/items of information?	__question2	Awareness of security and compliance	5	×	 
What compliance obligations does the job involve?	__question3	Awareness of security and compliance	5	×	 
Compliance with legislation on personal data?	__question4	Awareness of security and compliance	5	×	 
Have staff members been on training courses recently?	__question5	Employee management	5	×	 
Management of staff turnover?	__question6	Employee management	10	×	 
Are IT responsibilities (and possibly security responsibilities) defined?	__question7	Employee management	10	×	 
Is any hardware supplied to certain employees for work purposes?	__question8	Employee management	5	×	 
Does tele-working exist?	__question9	Employee management	15	×	 
Have service providers signed confidentiality agreements?	__question10	Third-party management	10	×	 
Do service providers give formal undertaking regarding quality of services?	__question11	Third-party management	15	×	 
How is premises maintenance (cleaning) organised?	__question12	Third-party management	10	×	 
Are visitors able to move freely throughout the buildings?	__question13	Third-party management	5	×	 
How is physical access controlled?	__question14	Physical and environmental security	20	✓	 

In the ‘Question’ column, there are all the questions that will appear. The translation key is mainly used to link questions through all languages. The category is, of course, the main theme linked, and the threshold could be assimilated to the maturity that will bring a managed control. The 'Blocking question' column is a way to know if a question is essential for the organization and must be managed. If a blocking question is not managed, it will be displayed in red in the report to highlight it as a problem for the entity. To finish, the ‘action’ column represents the possibility to edit the

question (by clicking the pen ()) or delete it (by clicking the cross ()).

Above the tab, there is a section in which you can upload the current questions and categories or export them in a json format.

```

{
  "id": "1",
  "translation_en": "Awareness of security and compliance",
  "translation_fr": "Sensibilité à la sécurité et conformité",
  "questions": [
    {
      "id": "1",
      "category_id": "1",
      "threat": "5",
      "weight": "4",
      "blocking": "x",
      "translation_en": "What security mechanisms already exist (other than technical mechanisms)?",
      "translation_help_en": "Is there?<br><ul><li>a security policy</li><li>a user or administrator charter</li><li>in-house instructions</li><li>etc</li></ul>",
      "translation_fr": "Quels sont les mécanismes de sécurité existants (autres que techniques) ?",
      "translation_help_fr": "Existe-t-il ?<br><ul><li>Une politique de sécurité</li><li>Une charte utilisateur ou administrateur</li><li>Des procédures (backup par ex.)</li><li>Des consignes internes</li><li>Etc."
    },
    {
      "id": "2",
      "category_id": "1",
      "threat": "5",
      "weight": "1",
      "blocking": "x",
      "translation_en": "What is the core business? The most sensitive processes/items of information?",
      "translation_help_en": "Conscious of major assets? (services, processes, information, etc)",
      "translation_fr": "Quel est le cœur de métier ? Processus/informations les plus sensibles ?",
      "translation_help_fr": "Conscience des actifs importants ? (services, processus, information, etc.)"
    },
    {
      "id": "3",
      "category_id": "1",
      "threat": "5",
      "weight": "1",
      "blocking": "x",
      "translation_en": "What compliance obligations does the job involve?",
      "translation_help_en": "Awareness and observance of compliance issues?",
      "translation_fr": "Quelles sont les obligations de conformité induites par le métier ?",
      "translation_help_fr": "Conscience et respect des aspects de conformité ?"
    },
    {
      "id": "4",
      "category_id": "1",
      "threat": "5",
      "weight": "1",
      "blocking": "x",
      "translation_en": "Compliance with legislation on personal data?",
      "translation_help_en": "Knowledge of the Law of 2 August 2002 or of the GDPR?",
      "translation_fr": "Conformité avec la législation sur les données à caractère personnel ?",
      "translation_help_fr": "Connaissance de la loi du 2 août 2002 ou GDPR ?"
    }
  ]
}

```





As you can see in this screenshot there is the first category which contains four questions. It is possible to add/modify/delete questions, or categories, following the same form written in this file.

TIP Be extremely careful, you have to know how to write in a json format if you want to make some changes using this file. Otherwise, I will explain below the best way to make changes to questions or categories.

Add a Question

You can also add questions by clicking the red  **Add a question** button.

Add a question

Translation key	<input type="text" value="__question33"/>
Translation 	<input type="text" value="Name of the question"/>
Help 	<input type="text" value="Main points to talk about"/>
Translation 	<input type="text" value="Nom de la question"/>
Help 	<input type="text" value="Principaux points à discuter"/>
Categories	<input type="text" value="Incident and business continuity"/>
Upper threshold	Threat : <input type="text" value="1"/> X Weight : <input type="text" value="1"/>
Blocking question	<input type="checkbox"/>
<input type="button" value="Add"/>	<div>1 2 3 4 5</div>

The first field is for the translation key used by the PO file. You do not need to touch it.

Then there are some fields in which you can translate your question and its help.

TIP

If you do not put translations, the name of the question will be the key written above. You can choose to translate in one language and not in the others. Writing some help is optional, it depends on your needs.

You can also choose the category of the question, its upper threshold as as you saw before, and if the question must be blocking or not.

Then, when you add your question, you will find it in every diagnosis you will do.

The screenshot shows a web interface for editing a question. At the top left, there is a file selection area with a button 'Choisir un fichier' and a text field 'Aucun fichier choisi', followed by an 'Upload' button. Below this is a list of categories: 'Information about organisation', 'Awareness of security and compliance', 'Employee management', 'Third-party management', 'Physical and environment security', 'Access control', 'IS infrastructure and composition', 'Information system', and 'Incident and business continuity' (which is highlighted in red). Under 'Incident and business continuity', there are two sub-questions: 'Is any incident management in place?' and 'Is there a recovery plan?', both marked with a red 'X'. Below these is a red button 'Add a question'. At the bottom left of the category list is a link 'Summary of evaluation'. On the right side, the title 'Incident and business continuity' is shown in red, followed by a text field for 'Name of the question'. Below this is a large text area for 'Notes'. Further down are sections for 'Maturity' (with a row of icons: a green checkmark, a yellow warning triangle, a red X, and a grey circle), 'Maturity target' (with a row of icons: a green checkmark, a yellow warning triangle, and a grey circle), 'Recommendation' (with a large text area), and 'Importance' (with a row of icons: a grey circle, a red dot, a red dot, a red dot, and a red dot). At the bottom right is a green button 'Record and continue'. At the very bottom are two buttons: 'Report' (orange) and 'Export' (blue).


Change a Question

By editing, you will get on a similar interface as if you were adding a question. You can change details on the same ways.


Change question

Translation key


__question1

Translation 


What security mechanisms already exist (other than technical mechanisms)?

Help 

Is there?
a security policya user or administrator charter

Translation 

Quels sont les mécanismes de sécurité existants (autres que techniques) ?

Help 

Existe-t-il ?
Une politique de sécuritéUne charte utilisateur c

Categories

Awareness of security and compliance

Upper threshold

Threat :

1
2
3
4
5

 X Weight :

Blocking question

☐

Change

Delete a Question

Just click on the blue cross () to definitely delete the question, with a confirmation message.

Categories Tab

Categories Screen

The third tab list all the default categories that will appear when you open a new Diagnosis.



DIAGNOSTIC CASES

Diagnosis Log out  EN  FR

Users Questions Categories Languages

Categories



Add a category

Category	Translation key	Action
Awareness of security and compliance	__category1	 
Employee management	__category2	 
Third-party management	__category3	 
Physical and environment security	__category4	 
Access control	__category5	 
IS infrastructure and composition	__category6	 
Information system	__category7	 
Incident and business continuity	__category8	 

In the ‘Category’ column, there are all the categories that will appear. The translation key is mainly used to link categories through all languages. To finish, the ‘action’ column represents the



You can also add categories by clicking the red  **Add a category** button.

Translation key	<input type="text" value="__category9"/>
Translation 	<input type="text" value="Name of the category"/>
Translation 	<input type="text" value="Nom de la catégorie"/>
<input type="button" value="Add"/>	

Then there are some fields in which you can translate your category.

If you do not put translations, the name of the category will be the key written above. You can choose to translate in one language and not in the others.

Choisir un fichier

Aucun fichier choisi

Upload

Information about organisation

Awareness of security and compliance

Employee management

Third-party management

Physical and environment security

Access control

IS infrastructure and composition

Information system

Incident and business continuity

Name of the category

Name of the question

➕ Add a question

Summary of evaluation

Report

Export

Name of the category

Name of the question

Notes

Maturity

⊙

✔

+

✖

⊙

✖

Main points to talk about

Maturity target

⊙

✔

+

Recommendation

Importance

⊙

●

⊙

●

●

●

●

Record and continue

Change a Category

By editing, you will get on a similar interface as if you were adding a category. You can change details on the same ways.

Change category

Translation key

Translation 

Translation 

Change


Delete a Category

Just click on the blue cross () to definitely delete the category, with a confirmation message.



Languages Tab

Languages Screen

The fourth tab list all the default translations that exist when you open a new Diagnosis.

 **cases Diagnostic**
Check-up de la sécurité de l'information

DIAGNOSIS CASES

Diagnosis Log out  EN  FR

Users Questions Categories Languages Reports Settings

Languages

Add a language

Translation key	Translation	Reference translation <input type="text" value="en"/> <input type="button" value="Ok"/>	Action
__diagnostic	<input type="text" value="Diagnosis"/>	Diagnosis	<input type="button" value="Change"/> <input type="button" value="Delete"/>
__welcome	<input type="text" value="Welcome to CASES Diagnostic"/>	Welcome to CASES Diagnostic	<input type="button" value="Change"/> <input type="button" value="Delete"/>
__welcome_upload	<input type="text" value="Upload a file"/>	Upload a file	<input type="button" value="Change"/> <input type="button" value="Delete"/>
__welcome_login	<input type="text" value="Create a diagnosis"/>	Create a diagnosis	<input type="button" value="Change"/> <input type="button" value="Delete"/>
__file_to_upload	<input type="text" value="File to upload"/>	File to upload	<input type="button" value="Change"/> <input type="button" value="Delete"/>
__upload	<input type="text" value="Upload"/>	Upload	<input type="button" value="Change"/> <input type="button" value="Delete"/>
__login	<input type="text" value="Log-in"/>	Log-in	<input type="button" value="Change"/> <input type="button" value="Delete"/>
__password	<input type="text" value="Password"/>	Password	<input type="button" value="Change"/> <input type="button" value="Delete"/>
__log_in	<input type="text" value="Log in"/>	Log in	<input type="button" value="Change"/> <input type="button" value="Delete"/>
email	<input type="text" value="Email address"/>	Email address	<input type="button" value="Change"/> <input type="button" value="Delete"/>

In the 'Translation' column, there is the name of the translation keys, translated in the current language. You can modify it directly by changing its text and then click the green button 'Change' on

the same line. You can also delete a translation by clicking the green button 'Delete'.

The third column is the Reference translation and will be useful when you translate another language.

Above the tab, there is a section in which you can upload the current translations or export them in a json format.

```
[
{
  "translation_key": "__diagnostic",
  "translation": "Diagnosis"
},
{
  "translation_key": "__welcome",
  "translation": "Welcome to CASES Diagnostic"
},
{
  "translation_key": "__welcome_upload",
  "translation": "Upload a file"
},
{
  "translation_key": "__welcome_login",
  "translation": "Create a diagnosis"
},
{
  "translation_key": "__file_to_upload",
  "translation": "File to upload"
},
{
  "translation_key": "__upload",
  "translation": "Upload"
},
{
  "translation_key": "__login",
  "translation": "Log-in"
},
{
  "translation_key": "__password",
  "translation": "Password"
},
{
  "translation_key": "__log_in",
  "translation": "Log in"
},
{
  "translation_key": "__email",
  "translation": "Email address"
},
{
  "translation_key": "__logout",
  "translation": "Log out"
},
{
  "translation_key": "__password_forgotten",
  "translation": "Forgotten your password?"
},
{
  "translation_key": "__new_password",
  "translation": "New password"
},
{
  "translation_key": "__confirm_password",
  "translation": "Confirm new password"
},

```

As you can see in this screenshot there are some translations, and it is possible to add/modify/delete them following the same form written in this file.

TIP


Be extremely careful, you have to know how to write in a json format if you want to make some changes using this file. Otherwise, I will explain below the best way to make changes to translations.

Add a Language

Indeed, at the top right of the page, you can add another language by selecting its code country and clicking the green button 'Add'. You can also delete a language selected by clicking the button 'Delete'.

Add a language

When the new language is added, a new button is created at the top right corner of the page, with the flag of the language chosen. You can click on the button.

 DIAGNOSTIC CASES

__translation_key	__translation	__translation_ref	__action
__diagnostic	<input type="text"/>	<div><div>en</div><div>en</div><div>fr</div><div>de</div></div> <input type="button" value="Ok"/>	<input type="button" value="__modify"/> <input type="button" value="__delete"/>
__welcome	<input type="text"/>	Welcome to CASES Diagnostic	<input type="button" value="__modify"/> <input type="button" value="__delete"/>
__welcome_upload	<input type="text"/>	Upload a file	<input type="button" value="__modify"/> <input type="button" value="__delete"/>
__welcome_login	<input type="text"/>	Create a diagnosis	<input type="button" value="__modify"/> <input type="button" value="__delete"/>
__file_to_upload	<input type="text"/>	File to upload	<input type="button" value="__modify"/> <input type="button" value="__delete"/>
__upload	<input type="text"/>	Upload	<input type="button" value="__modify"/> <input type="button" value="__delete"/>
__login	<input type="text"/>	Log-in	<input type="button" value="__modify"/> <input type="button" value="__delete"/>
__password	<input type="text"/>	Password	<input type="button" value="__modify"/> <input type="button" value="__delete"/>
__log_in	<input type="text"/>	Log in	<input type="button" value="__modify"/> <input type="button" value="__delete"/>
__email	<input type="text"/>	Email address	<input type="button" value="__modify"/> <input type="button" value="__delete"/>

As you can see, the translation column is empty, and you can then fill in translations as you want to. The Reference translation may help you filling translations, as you can choose a language to support you.

At the end of the page, there are two buttons which are 'Add a translation' and 'Change all translations'.

'Change all translations' allows you to change multiple translations so that you do not have to change one by one all the translations. 'Add a translation' is for adding a translation.

TIP


Normally you won't use this last feature, unless you want to change the code of the application and you need another translation.

Add a Translation

Ajouter une traduction

Clef de traduction

Traduction 

Traduction 

Ajouter

The first field is for the translation key used by the PO file. You can put the key you need to translate.

Then there are some fields in which you can translate your translation.

TIP

If you do not put translations, the name of the translation will be empty.


Templates Tab

Templates Screen

The fifth tab list all the default report templates that exist when you open a new Diagnosis.



DIAGNOSIS CASES

Diagnosis Log out  EN  FR

Users Questions Categories Languages Report

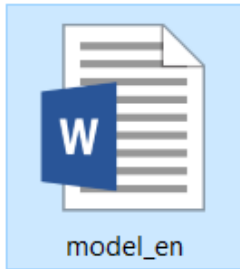
Report templates

Template	Last modification	Action
model_en	June 15 2018 08:52:26 by diagnostic@cases.lu	Download
model_fr	June 15 2018 08:52:23 by diagnostic@cases.lu	Download

Aucun fichier choisi

In this tab you can download all the actual templates in order to modify them.

After modifying them, it is possible to upload them if you want to apply changes in the diagnosis.



File name: ▼ Tous les fichiers ▼


Open ▼ Cancel

WARNING The uploaded template must have the same name that in the diagnosis.

Settings Tab

Settings Screen

The sixth tab list all the settings you can modify in the diagnosis, and also contains a statistic section.



DIAGNOSTIC CASES

Diagnostic Déconnexion EN FR

Utilisateurs Questions Catégories Langues Rapports Options

Options

Options	Action
Changer la langue par défaut	<input type="text" value="en"/> ▼
Vérification mail	<input type="checkbox"/>
Clé de chiffrement	<input type="text" value="*****"/>

Enregistrer

Statistiques

Date	Activité	Action	Enregistrer
<input type="text" value="2015"/> ▼	<input type="text" value="Artisanat"/> ▼	<input type="checkbox"/>	Enregistrer


In the first tab you can modify the default language (The one which is used when you open a diagnosis), the mail verification (When this option is activated, it forces you to verify your mail

address to enter a diagnosis) and the encryption key (Its strength). In the second tab, you can add some diagnosis statistics by putting a year, a domain and a number between 0 and 100 (only integer). This is the result of the diagnosis.

TIP | This feature is not important for you.

Resume or finish a Diagnosis

Before your session ends for security reason, or if you want to resume your diagnosis later, it is recommended to export often your work, by hitting the yellow button below the navigation panel.

 Diagnostic_20180813145554

8/13/2018 3:32 PM

CASES File

15 KB

Files are renamed by the following name: data_yyyymmddhhnnss.cases where



- y = year
- m = month
- d = day
- h = hour
- n = minutes
- s = second.

There are two ways to load this diagnosis. The first one, at the connection screen, you doesn't need to have an account to go on it.



cases.lu
Cyberworld Awareness and
Security Enhancement Services
LUXEMBOURG

DIAGNOSTIC CASES

Upload a file

Aucun fichier choisi

Create a diagnosis

Email address

Password

[Forgotten your password?](#)

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By doing this, you will have only access to the report this way. It is mostly used to have another quick way to show an overview of the report. The other way is on the main page that you access just after getting connected.

Parcourir... Demo_MyPrint_English_v0.1bJo.cases

Upload

Information about organisation

Awareness of security and compliance

Employee management

Third-party management

Physical and environment security

Access control

IS infrastructure and composition

Information system

Incident and business continuity

Summary of evaluation

Information about organisation

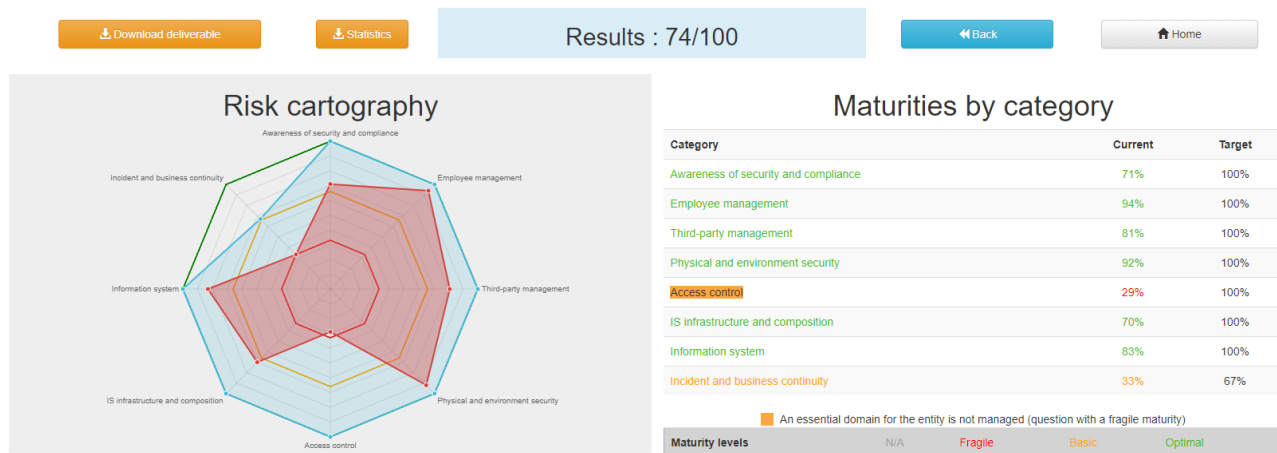
MyPrint is a print shop, which has 150 employees. It has a variety of technologies and possibilities of printing (rotary presses, offset, calligraphy, lasers, etc.) which give a lot of different services and clients from many different sectors. Firstly, the company is not targeting any certification; it only wants to know its maturity about information security domain. Later, it will be easier to know which investments to make, satisfying the requirements of the financial sector.

Just on the top of the navigation panel, you can load the file that you have downloaded, or that someone gives to you to resume or modify the Diagnosis.

Report

Online Report

You can access to the screen report by just clicking on the yellow button [Report](#). You can also get this screen without being connected, but you will not be able to download the report as a '.docx'.



The first graph that you can see is the maturity by domains with the risk cartography and more precisely with the tab on the right. The colors determine the level of maturity of each category (red when maturity is under 33%, orange between 33% and 66% and green over 66%). If a category is highlighted in orange, it means that it contains a blocking question which is not managed. You will also find the recommendation tab which briefly summarizes the recommendations, their gravity and their current and target maturity.

Recommendations

Recommendation	Category	Importance	Goal
Establish a policy of updating the server.	Information system	● ● ●	✖ → ✔
Establish a policy of automated updates on the workstations.	Information system	● ● ●	✖ → ✔
Use the user charter to set the password rules. Use the active directory to apply them.	Access control	● ● ●	✖ → ✔
Raise awareness of the users to make them have a strong password.	IS infrastructure and composition	● ●	✖ → ✔
Outsource a data set periodically. Inform management of the solution and the risks.	Information system	● ●	± → ✔
As there is no alarm, the restricted area should be well protected.	Physical and environment security	● ●	± → ✔
Sign SLAs with all providers.	Third-party management	● ●	± → ✔
Finish rewriting the current user charter by giving some minimal management rules for the information system use and user behaviour.	Awareness of security and compliance	● ●	± → ✔
Formalize the hardware inventory by formalizing the coming in and out of the employees.	Employee management	● ●	± → ✔
Wright broadly some scenario for a crisis or recovery.	Incident and business continuity	● ●	✖ → ±
Give an awareness campaign to the information security team.	Employee management	● ●	✔ → ✔

■ An essential domain for the entity is not managed (question with a fragile maturity)

Maturity levels

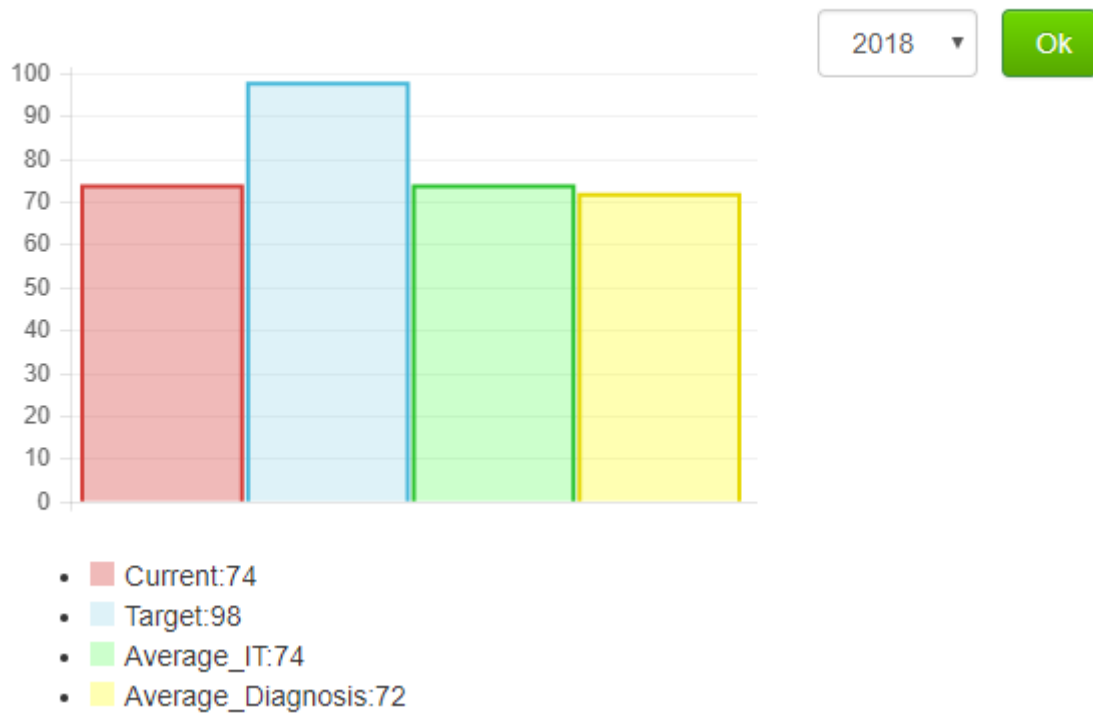
✖	Fragile	±	Basic	✔	Optimal
---	---------	---	-------	---	---------

Importance levels

●	Low	● ●	Medium	● ● ●	Strong
---	-----	-----	--------	-------	--------

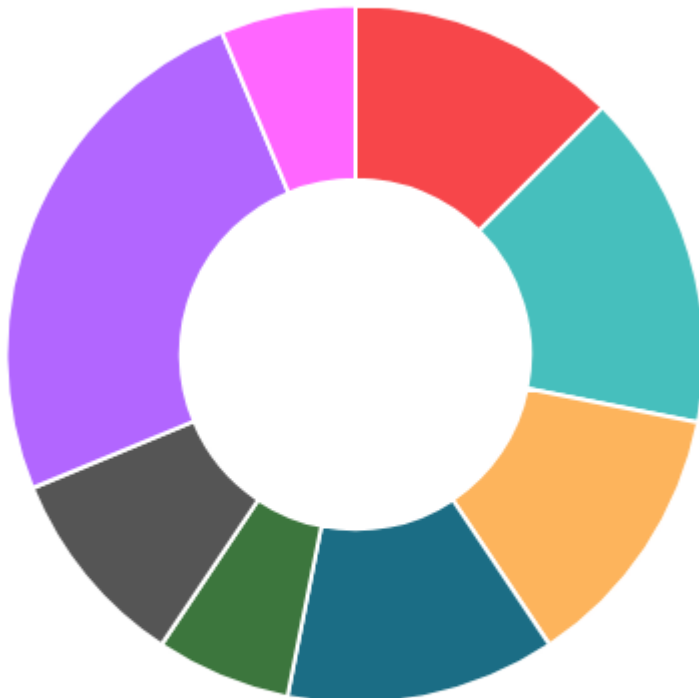
Just below the first tab, you will find the current maturity level and the target level (First and second bar). If there are some statistics of the current domain and overall diagnoses, you can see them by choosing a statistic year and press the 'Ok' button.

Evolution of maturity



And you will also find the proportion of the category on the whole Diagnosis.

Weighting by category



- Awareness of security and compliance
- Employee management
- Third-party management
- Physical and environment security
- Access control
- IS infrastructure and composition
- Information system
- Incident and business continuity

Offline Report

If everything seems okay, you just need to get it on a .docx, and for that, click on the yellow button 'Download deliverable.'

Document name

Diagnostic_MyPrint

Company

MyPrint

Version

1.0

State

Final ▼

Classification

TLP:Amber

Consultant

Benjamin Joly

Client

MyPrint

Download deliverable

Back to report

You will need to put a Document Name, the company which is concerned by the Diagnosis, the version of the document (If there are multiple Diagnoses, or if you want to correct it...), a choice if it's a draft or a final version of the Diagnosis, the classification of the document (who can read it or have it, it's a free text, so it can be chosen with TLP, or a classification on your own), and finally the name of the consultant and the name of the client. Most of that data will be found on the document. The document will be named [Document Name]_Date.docx.

1 Introduction

1.1 Company presentation

MyPrint is a print shop, which has 150 employees. It has a variety of technologies and possibilities of printing (rotary presses, offset, calligraphy, lasers, etc.) which give a lot of different services and clients from many different sectors. Firstly, the company is not targeting any certification; it only wants to know its maturity about information security domain. Later, it will be easier to know which investments to make, satisfying the requirements of the financial sector.

Activity of the company: IT

Number of employees: 100 - 499

1.2 Warning

The purpose of a CASES Diagnostic, carried out at the Client's request, is to appreciate the maturity of an organisation in relation to the good practices applicable in terms of information security. The three criteria taken into account for the Diagnostic are confidentiality, integrity and availability.

The present document, based on the CASES Diagnostic, is for the Client's use only, and is confidential.

Given the methodology used and the very limited interview time for the Diagnostic (two hours), it is understood by the Parties that the overall results cannot in any way be considered exhaustive. Consequently, the appreciation of the real risk and the list of risks and vulnerabilities detected are based on the information supplied by the Client and/or its representatives. SMILE G.I.E. cannot be held responsible for any error or omission in the analysis resulting from this appreciation, whether it is due to a third party or not.

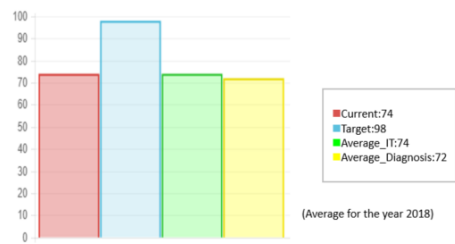
The CASES Diagnostic may include recommendations (see appendix B for explanations). It is understood by the Parties that the recommendations are neither exclusive nor exhaustive.

2 Result of CASES Diagnostic

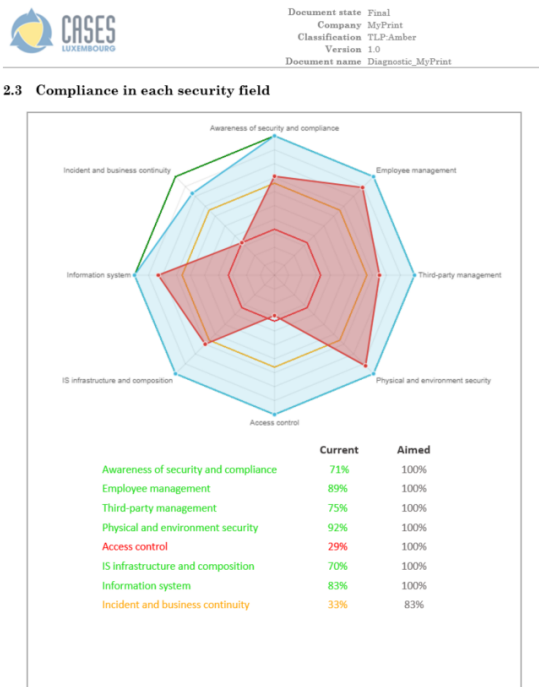
2.1 Overview

The maturity level is on the Diagnostic is on 100 points. The current level is about 70 points, which shows that the company is already aware of information security, even if points could be better. The diagnostic has highlighted some really important recommendations which are 'Strong Risks', on which a peculiar attention should be focused. For example, we have: — Update management — Password rules — Backups. Most of recommendations are easy to implement and do not have direct costs. Though, as the diagnostic last only an hour, those are not exhaustive, and only a risk analysis could find really all risks which the company could have.

2.2 Maturity evolution



In the document, you can find on the Part 1.1 the free text in 'Information about organization' and on 2.1 the free text in 'Summary of evaluation'.



2.4 Table of recommendations

The following table lists the recommendations made. It is arranged by degree of severity, then by direct cost to take into account (some organizational measures have no other costs than the time taken in-house for implementation).

Details of the scores used as the basis for the recommendations are given in appendix A.























Legend of the table of recommendations

Each recommendation has their importance level:

- : Really important risk which needs an emergency care.
- : Important risk which need some care sooner or later.
- : Minor risk or advice that could make a better level of security.

Nr	Recommendation	Domain	Importance	Current maturity	Maturity target
1	Use the user charter to set the password rules. Use the active directory to apply them.	Access control	•••	Fragile	Optimal
2	Establish a policy of automated updates on the workstations.	Information system	•••	Fragile	Optimal
3	Establish a policy of updating the server.	Information system	•••	Fragile	Optimal
4	Outsource a data set periodically. Inform management of the solution and the risks.	Information system	•••	Basic	Optimal
5	Write broadly some scenario for a crisis or recovery.	Incident and business continuity	••	Fragile	Optimal
6	Raise awareness of the users to make them have a strong password.	IS infrastructure and composition	••	Fragile	Optimal
7	As there is no alarm, the restricted area should be well protected.	Physical and environment security	••	Basic	Optimal
8	Sign SLAs with all providers.	Third-party management	••	Basic	Optimal
9	Finish rewriting the current user charter by giving some minimal management rules for the information system use and	Awareness of security and compliance	••	Basic	Optimal

Graphics and tabs which were on the report screen could mostly be found on in the document. a .docx

Information to collect	Collected information	Current maturity				Recommendation	Maturity target	
								
Awareness of security and compliance								
What security mechanisms already exist (other than technical mechanisms)	A user charter is currently being written.					Finish rewriting the current user charter by giving some minimal management rules for the information system use and user behaviour.		
What compliance obligations does the job involve?	There is no specific obligations.							
Compliance with legislation on personal data?	Some notification has been made to the CNPD. An update is planned for the GDPR.							
What is the core business? The most sensitive processes/items of information?	There is no department which availability criteria is crucial, even though some really confidential data are handled.							
Employee management								
Is any hardware supplied to certain employees for work purposes?	Some hardware is supplied, like some computers for the meeting room. There are a lot of BYOD tablets which are blocked right now, but this will probably change. No inventory is kept, but there is a goal to have one sooner or later.					Formalize the hardware inventory by formalizing the coming in and out of the employees.		
Have staff members been on training courses recently?	INAP training is considered. A communication training is also planned.					Give an awareness campaign to the information security team.		
Management of staff turnover?	There is almost no staff turnover.							
Are IT responsibilities (and possibly security responsibilities) defined?	There is a specific post for IT responsibilities.							

There is also a tab which contains the questions, the note taken, the recommendation and the current and target maturity.

Contents in the template report

There are some tags which corresponding to some fields in the diagnosis. You can find a complete list just below. Concerning the charts, some dummy pictures are in the document. Their name are "image9.png", "image5.png" and "image10.png".

```
//image
$container = new Container('diagnostic');
$this->setImageValue('image9.png', $container->bar);
$this->setImageValue('image5.png', $container->pie);
$this->setImageValue('image10.png', $container->radar);
```

And here is the dummy for the pie chart :

2 Result of CASES Diagnostic

2.1 Overview

`${EVALUATION_SYNTHESES}`

2.2 Maturity evolution



As you can also see, tags which can be modified in their order, or that could be just deleted are under the form "`${TAGS}`". A complete list of the different existing tags can be found just below.

- **`${ACTIVITY}`** : The domain of the organization (Got automatically)
- **`${CATEG__PERCENT}`** : The current percentage got in the categories (Got automatically)
- **`${CATEG__PERCENT_TARG}`** : The aimed percentage got in the categories (Got automatically)
- **`${CLASSIFICATION}`** : Indication to know where and how the document could be spread (Field got just before download the report)
- **`${CLIENT}`** : Name of the person who represents the company which has been the subject of the diagnosis (Field got just before download the report)
- **`${COMPANY}`** : Name of the company which has been the subject of the diagnosis (Field got just before download the report)

- **`\${CONSULTANT}`** : Name of the security consultant or the company which has done the Diagnosis (Field got just before download the report)
- **`\${DATE}`** : The date when is generated the report (Done automatically, depending of the server date)
- **`\${DOCUMENT}`** : Name of the document (Field got just before download the report)
- **`\${EVALUATION_SYNTHESES}`** : Some important conclusions of the diagnosis, or important information to underline (Field got on the last free-text field, "*Summary of evaluation*")
- **`\${LEGEND_BAR}`** : The legend of the bar chart (Got automatically)
- **`\${LEGEND_BLOCKING}`** : The legend which explain a blocking question (Got automatically)
- **`\${LEGEND_DATE}`** : The sentence below the bar chart legend which shows the year of the statistics chosen (Got automatically)
- **`\${LEGEND_PIE}`** : The legend of the pie chart which contains all the categories (Got automatically)
- **`\${NB_EMPLOYEES}`** : The number of employees of the organization (Got automatically)
- **`\${NOTES_TABLE}`** : The table which contains all the notes, maturity, recommendation of each questions (Got automatically)
- **`\${ORGANIZATION_INFORMATION}`** : Some information that are general on the company (Field got on the first free-text field, "*Information about organization*")
- **`\${PRISE_NOTE_CATEG}`** : The name of the categories/securities domain field (Got automatically)
- **`\${RECOMMENDATION_TABLE}`** : The recommendation table (Got automatically)
- **`\${STATE}`** : State of the document, to know if it's still a draft, or a final version (Field got just before download the report)
- **`\${TYPE}`** : State of the document, to know if it's still a draft, or a final version (Field got just before download the report, other font text)
- **`\${VERSION}`** : Versioning of the document (Field got just before download the report)