Section 3: Week 8: Additional Content and Quotes

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TIM-7030: Managing Risk, Security, and Privacy

June 7, 2020

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# Additional Content and Quotes

# Section II: Objectives of Risk Management Plan

## Risk Statement

When an organization begins with technological solutions, they are likely to devise incomplete protection strategies (Stevens, 2018). Instead, NCU-F needs to methodically begin with identifying and classifying what internal and external factors create the risk, then determine an appropriate response (Baskerville, Rowe, & Wolff, 2018). Due to resource constraints, it is not possible to address all issues under every scenario. The classification results can act as a mechanism for prioritizing the concerns and recognizing any non-starters upfront.

## People

The most crucial resource of an organization are the employees, and any plan for success needs to begin here. Valientes (2017) estimates that nearly half of security incidents result from employee negligence, like interacting with phishing attacks and fat-fingering system commands. Businesses that focus on security awareness training can reduce these statistics and create more reliable systems. This awareness needs to touch on foreign policy expectations, like European customer data, cannot leave Europe. However, even domestic policies differ, such as California and Delaware having stricter privacy laws than federal legislation. Initially, these expectations appear arbitrary, but communications the geographical nature of the Internet presents general consistencies and best practice patterns. It also leads to an understanding of how various levels of legal enforceability influence release schedules of new features and innovation into new markets. That training can guide all levels of the organization to reach out to subject matter experts because they are aware of the inherent complexity.

## Privacy

It can be helpful to think of customer identity as a user profile that contains collections of historical choices, stated preferences, user roles, and known associations (Wachter, 2018). When our services understand the context of the user’s profile, the experience can be customized and produce more desirable experiences. The payment for access to these inferences and decision processes comes from personal information, such as calendars, contacts, and routines (Mickens, 2018). This trade creates privacy concerns that can be subtle and can go unnoticed for some time. For instance, numerous platforms integrate into open identity provides like Google and Facebook as a mechanism to simplify enrollment. However, is that the job the user intended to hire (Dai Zovi, 2019)? Through an exchange of convenience, the user becomes trackable across multiple sites and web services (Paller, Mahalik, Skoudis, & Ullrich, 2020). While the physical person wants a single sign-on experience, they also desire distinct virtual profiles across those providers (e.g., LinkedIn versus PornHub). Traditionally users have encountered these entanglements of context on their mobile devices, but these are not the only scenarios. Asking personal assistants, such as Google Home, if they spy on us, results in recommendations to review the privacy policy (Haselton, 2018). That response can be misleading since these policies exist as a liability disclaimer, not for the direct benefit of the user (Wachter, 2018).

## Processes

Protecting against foreign and domestic risks requires augmenting business processes and asset lifecycle management. Hennig (2018) recommends starting with a threat modeling to identify what resources need protection and under which contexts. During this exercise, each step needs to consider any integrity, confidentiality, and availability risks that might exist. For instance, a prerequisite of deploying web services into authoritarian nations datacenters might involve exchanging sensitive communications with a foreign company. Interception of those conversations by nation-states will occur—either across the wire or from an official subpoena. These challenges require design decisions that focus on disposable resources (e.g., one-time access tokens) and end-to-end encryption. Many real-world processes span cross-corporation and require communication across asset production, installation, operationalization, and retirement (Busdicker & Upendra, 2017). Identifying and repairing vulnerabilities across this lifecycle needs to be an iterative process that seeks feedback and incorporates it.

## Products

The products released into a market need to consider the security assertions of both the foreign market and the domestic organization. For instance, authoritarian nations will steal innovations and share those trade secrets with foreign competitors. The inverse can also be true, where products lack the security assertions of the foreign market and are not permissible. Recently Kaspersky Anti-Virus was banned from several American institutions because of concerns that Russia could maliciously control the software (Krebs, 2019). This trait is not unique to authoritarian nations, as specific New Zealand products have been ban from France for not meeting privacy norms (Hunt, 2019). When a product does not meet the expectations of either the producer or the consumer, then a decision around acceptable risk needs to take place. Those decisions might result in bundling fewer features into a smaller version or blocking the deal entirely.

There is an economic incentive for businesses to churn out new products and devices with more innovative, instead of investing in security protections for those features (Li & Liao, 2018). For many retail markets, the customer makes purchasing decisions predominantly on which product has the most features at the lowest price. Meanwhile, devices such as 8-bit micro-controllers, lack the computing resources necessary to support authentication, authorization, auditing, and transport encryption (Weber & Studer, 2016). Even when there are sufficient resources available, security protections can cause interoperation (interop) challenges, which leads to customers assuming that the product does not work. If the customer believes that the offering is faulty, they leave bad reviews online, contact support, and request replacements—all of which cost the business money.