



#1

EXCLUSIVE

# THE CYBER HERO ADVENTURES™

DEFENDERS OF THE DIGITAL UNIVERSE

ttec®

# Be a TTEC CyberHero!



## Keep our information and data from falling into the wrong hands.

Information security is not just about technology and systems, it's also about people.

Each of us plays an important role in protecting our clients, the company and each other.

### Here are ways you can help:

- Lock your computer screen when away from your desk.
- Be suspicious of any email with urgent requests for personal financial information.
- Don't open unexpected email attachments or instant message download links.
- Never give out personal information based on an email request.
- Don't call any number or click on any link in a suspicious email.
- Be extra careful when downloading apps that access your personal information.

To learn more about sensitive information or report incidents,  
visit [GIS Mosaic space](#) or email [Global Information Security](#).



# THE **CYBERHERO** ADVENTURES

## DEFENDERS OF THE DIGITAL UNIVERSE!

ISSUE 1



[WWW.CYBERHEROESCOMICS.COM](http://WWW.CYBERHEROESCOMICS.COM)

Gary Berman

writer  
creator

George Antoniou

PhD

writer  
technical  
advisor

pencils  
character  
design  
colors

Daniel Dulitzky

Rey Acevedo

inks

Andres Labrada

cover art

Colors by Splash!

cover colors

writer  
letterist  
Julio Alvarez

colors

design

product  
mgmt

John Ulloa

design  
adviser

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1st Printing

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the USA

15 YEARS AGO...  
IGNITE MARKETING  
CONFERENCE, LONDON UK

OUR PEOPLE  
ARE OUR MOST IMPORT-  
ANT ASSET. THIS IS HOW  
YOU BUILD A HIGH PER-  
FORMING TEAM!

HOW DO I SET UP  
MY COMPANY TO MANAGE  
CHANGE OVER THE  
LONG-TERM?

LARRY JONES  
SPEAKS TO A ROOM OF  
MARKETING EXECUTIVES.

LET'S BEGIN  
BY UNDERSTANDING  
HOW EACH AND EVERY  
STAKEHOLDER WILL  
PROFIT...

PLEASED TO  
MEET YOU MR JONES.  
I'D LIKE FOR YOU TO COME  
SPEAK TO MY COMPANY'S  
EXECUTIVES.

AFTERWARD...

PLEASE CALL  
ME SO WE CAN  
MEET UP.

AFTERWARD...

COME ON...  
YOU KNOW YOU  
CAN'T RESIST!

FLYING HOME LATER THAT EVENING...

BUBBLE  
GUM?

I TOSS  
THEM INTO THE  
AUDIENCE BEFORE  
A SPEECH.

PEOPLE  
LEARN BETTER AS  
CHILDREN.

WOW. THAT  
SCENT SURE TAKES  
ME BACK!

WELCOME  
ABOARD!

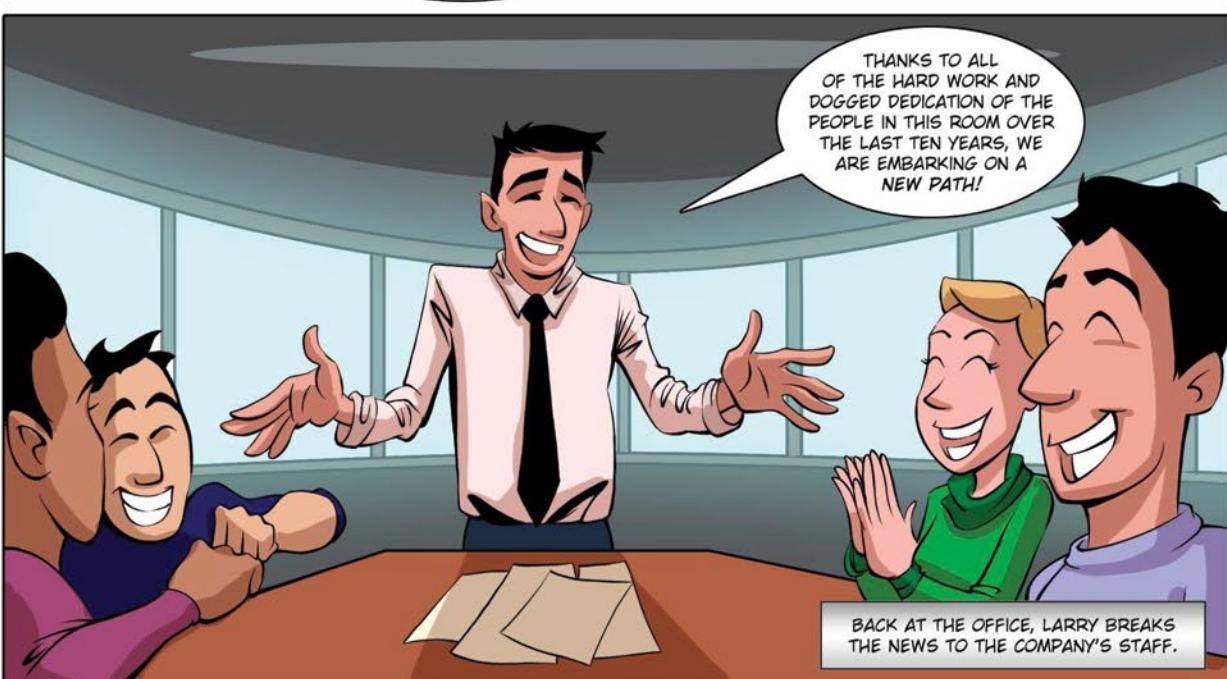
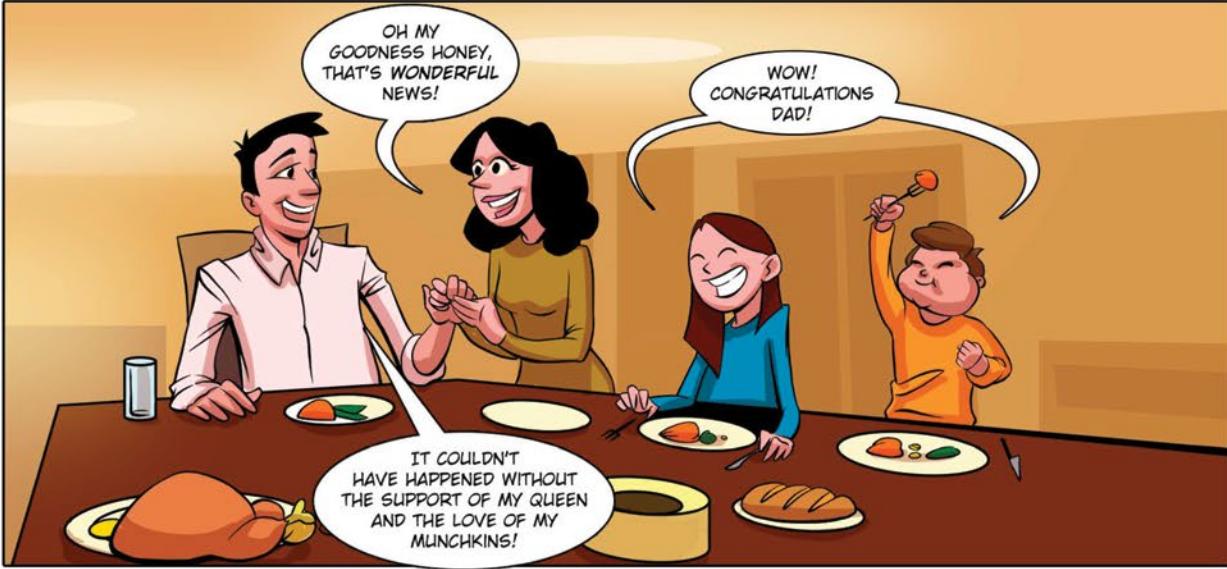
YOU HAVE ANY  
MORE BUBBLE  
GUM?

4 MONTHS LATER...

GLOBA

ALCOM

AFTER BUILDING HIS COMPANY THROUGH TEN YEARS OF BLOOD, SWEAT AND TEARS,  
ENTREPRENEUR LARRY JONES SIGNS A DEAL WITH A LARGE GLOBAL STRATEGIC PARTNER.





REVENUE WAS UP AND THINGS  
WERE GOING GREAT UNTIL ONE  
DAY ON THE BASKETBALL COURT...



I'M SORRY TO  
HAVE TO GIVE YOU SOME  
BAD NEWS MR JONES.  
FIRST, YOU HAVE A  
TORN LIGAMENT.

THAT DOESN'T  
SOUND GOOD  
AT ALL.

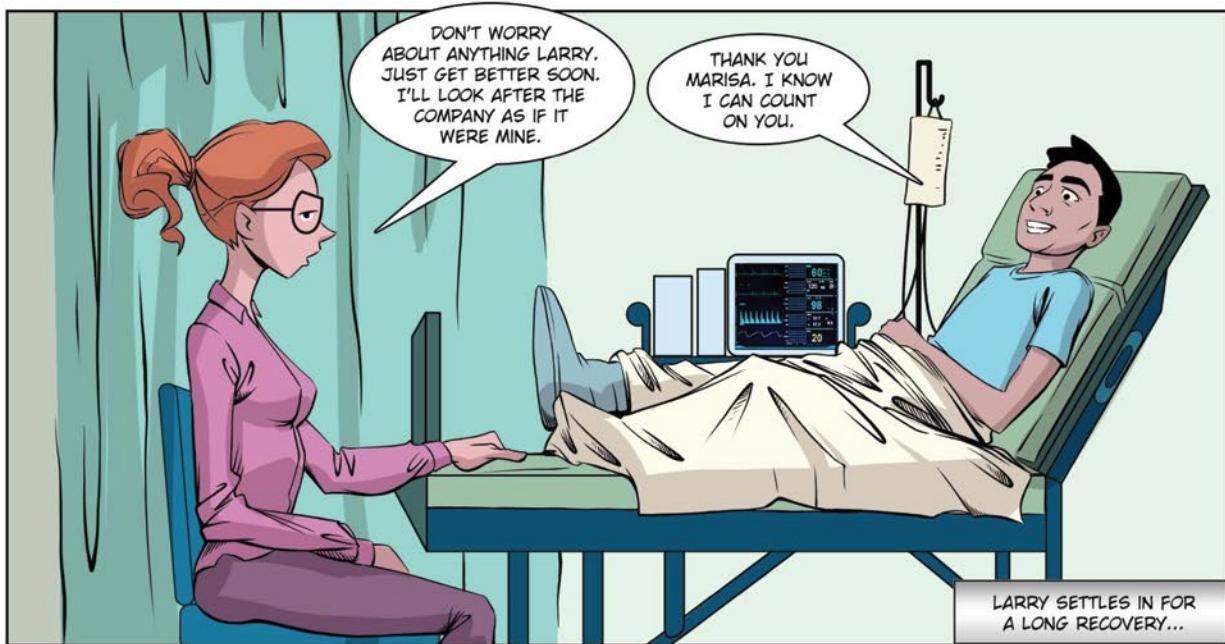


UNFORTUNATELY,  
THAT'S NOT THE  
BAD NEWS.

THE SCAN ALSO  
TURNED-UP SEVERAL  
BLOOD CLOTS THAT COULD  
BE LIFE-THREATENING IF  
WE DON'T SEE TO THEM  
RIGHT AWAY.

I HAVE TO  
ADMIT YOU FOR  
TREATMENT.





This letter serves to inform you that my firm has been retained by Lighthouse Imaging in a matter that is of grave concern to your company. Please call me at your convenience.

WHY ARE THE PHONES SUDDENLY SILENT EXCEPT FOR ALL THESE COMPLAINTS?

CARSON YOU'RE LATE TODAY. WHAT DO YOU HAVE?

DAY 3 BACK.

WHO MADE THESE CALLS ALLEGING FRAUD?

I'M TAKING CARE OF THE RUMORS.

LARRY

I HAVE NO IDEA.  
I'M AT JUST AS MUCH OF A LOSS AS YOU LARRY.

I'VE REGISTERED THE NEW COMPANY.

I'M DONE SPOOFING THE WEBSITE.

I'M DOWNLOADING THE PRESENTATIONS TODAY.

MEANWHILE, THE MYSTERIOUS "GANG OF 5" PLOT BEHIND LARRY'S BACK...

LARRY I REALLY WISH I COULD HELP.

I'LL ASK AROUND BOSS.

THAT'S CRAZY MR JONES! HOW'D THEY DO IT?

WHILE EVERYONE PLEADS INNOCENT...



THE BILLS KEEP PILING UP...



MEANWHILE,  
ELSEWHERE...

- ☒ Start a new company, while still on payroll
- ☒ Copy intellectual property files (including presentations)
- ☒ Download client list
- ☒ Call clients anonymously, alleging fraud
- ☒ Research other ways to build new company on their dime

NEXT MORNING...

I'D LIKE TO  
RESPECTFULLY REQUEST  
THAT EVERYONE READ AND  
SIGN THIS NON-COMPETE  
AGREEMENT.

THIS IS KEY TO  
MAINTAINING YOUR  
POSITION HERE AT  
THE COMPANY.



SEVERAL MINUTES LATER, EVERYONE HAS  
SIGNED EXCEPT FOR FIVE EMPLOYEES...



LARRY TAKES NOTICE...

DID NOT SIGN:  
Ms Marisa Mackenzie (Field Manager)  
Ms Rachael Rich (Exec Admin Assistant)

Mr Max Burgess (Sales Exec)

Mr Stephen Barnes (I.T. Specialist)

Mr Clarence Kohara (Human Resources)

LARRY, YOU KNOW  
MY LAWYER INSISTS THAT  
SHE READ ANY AGREEMENT  
BEFORE I SIGN IT. LEAVE  
IT WITH ME.

OH MR JONES,  
WHAT WOULD I KNOW  
ABOUT ANY OF THAT? I'LL  
HAVE MY DAD LOOK IT  
OVER.

C'MON LARRY,  
YOU'RE NOT GOING TO PIN  
ALL OF US DOWN FOR ALL  
THOSE YEARS. I CAN'T  
PREDICT WHAT THE FUTURE  
WILL BRING.

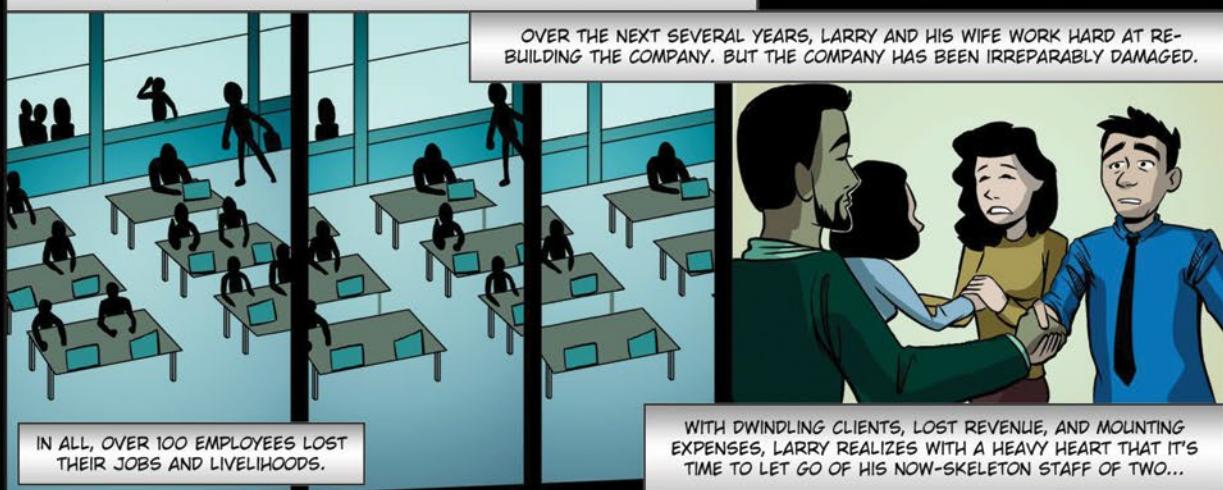
YOU'RE PAINTING WITH  
TOO WIDE A BRUSH. THAT'S LIKE  
ASKING A BANKER NOT TO BE A  
BANKER ANYMORE WHEN SHE  
SWITCHES JOBS.

WHAT'S  
GOING ON  
HERE?

YOU HAVE  
NO IDEA WHAT  
IS GOING ON RIGHT  
UNDER YOUR  
NOSE.

YOU NEED  
TO LEAVE RIGHT  
AWAY!

LARRY CATCHES THE IT DIRECTOR DOWN-  
LOADING DATA ON A SMALL HARD DRIVE.





HERE ARE YOUR DOCUMENTS BACK MR JONES.

AFTER ANALYZING THE DETAILS OF THESE COMPUTER AND PHONE SCREEN SHOTS, IT LOOKS LIKE YOU ARE UNDER A HEAVILY ORCHESTRATED CYBER ATTACK.

OH, WOW! FEELS GREAT TO HAVE SOMEONE IN YOUR SHOES THINK THAT IT MAKES SENSE. WHAT DO WE DO NEXT?



SEVERAL WEEKS LATER, LARRY GETS A FOLLOW UP VISIT FROM THE FBI...

## Hack NYC

HE ATTENDS CONFERENCES, LISTENS TO COUNTLESS PODCASTS, READS RESEARCH REPORTS AND...

I SPOKE TO THE DISTRICT ATTORNEY, BUT HER OFFICE IS UNWILLING TO OPEN A CASE YET,

DUE TO THE LACK OF EVIDENCE AGAINST ANY PARTICULAR PERSON.

ONE VOICE SELDOM HEARD IS THAT OF THE VICTIM.

IT'S TIME TO SHARE MY STORY TO HELP PROTECT OTHERS.

UNABLE TO RECEIVE JUSTICE, LARRY DECIDES TO LEARN EVERYTHING HE COULD ABOUT THE DARK WORLD OF HACKING TO HELP CATCH THE HACKER.

...LIKE PEELING BACK THE LAYERS OF AN ONION, BEGINS TO DEMYSTIFY WHAT IS HAPPENING.

I SURE HAD TO WIPE A LOT OF EGG OFF MY FACE TO STAND UP AT THE MIC...

... AND HUMILIATE MYSELF TELLING MY STORY IN FRONT OF ALL THOSE FOLKS.

NONSENSE, YOU DID GREAT! MY NAME IS KEITH GARCIA.

SOME PEOPLE CALL ME SUPER AGENT K. I THINK I MAY BE ABLE TO HELP YOU.

HE ALSO RECEIVES INCREDIBLE ADVICE AND SUPPORT FROM THE GOOD FOLKS IN CYBERSECURITY.

SUPER AGENT K HAS ALWAYS HAD A PASSION FOR LAW ENFORCEMENT.

HIS GRANDFATHER AND FATHER WERE HIGHLY RESPECTED SENIOR LAW ENFORCEMENT OFFICIALS. SUPER AGENT K ALWAYS WANTED TO FOLLOW IN THEIR FOOTSTEPS.



WHY? HE WAS SEVERELY BULLIED THROUGHOUT HIS MIDDLE AND HIGH SCHOOL YEARS AND NEVER FOUGHT BACK.



THE TRAINING IMBLED KEITH WITH A SENSE OF POWER AND SELF-RELIANCE, WHICH HE USED TO DEFEAT THE BULLIES. THAT WAS HIS FIRST TASTE OF JUSTICE.



UNTIL ONE DAY HIS UNCLE, A MARINE TRAINER, PUT HIM THROUGH A MINIATURE BOOT CAMP TO STRENGTHEN YOUNG KEITH'S BODY AND MIND.



LATER ON, HE SUFFERED A TERRIBLE ACCIDENT WHILE PLAYING FOOTBALL.



HE INSTEAD PURSUES A 20-YEAR CAREER IN TECH AND CYBERSECURITY.



LARRY AND SUPER AGENT K BECOME FAST FRIENDS WITH A UNIFIED MISSION: TO PROTECT AND DEFEND OTHERS FROM THE EXPERIENCES THEY HAD!

SUPER AGENT K AND LARRY ARE INVITED TO A CYBERSECURITY CONFERENCE HOSTED AT THE NEXT GEN INSTITUTE.

**TOP SECRET**  
NEXT GEN

MY NAME IS  
TARA BIGHT. WELCOME!  
YOU'RE IN FOR A  
TREAT!

WHILE ON A TOUR OF CUTTING-EDGE CYBER SECURITY TOOLS, THEY DETOUR TO A TOP-SECRET LAB ON THE SECOND FLOOR OF THE FACILITY.

THERE THEY SEE WHAT WOULD SOON CHANGE THE WORLD...

THERE ARE TWO OPERATIONAL MODES:

PROTOPLASM MODE ALLOWS YOU TO SEE VARIOUS CLASSES OF HACKERS AND CYBER CRIMINALS AS THEY ARE IN THE "REAL" WORLD.

THE CREATURES YOU SEE AMONG THOSE PEOPLE ARE DIFFERENT SPECIES OF CYBER SCHEMERS.

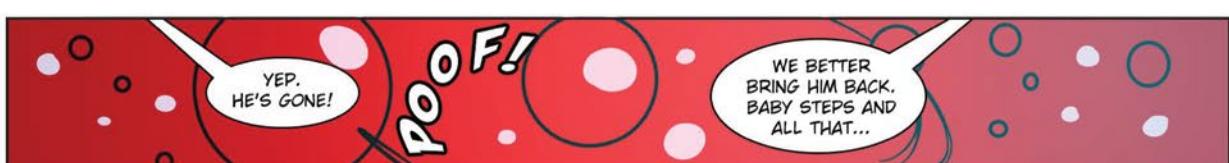
SUPER VIRTUAL-REALITY GLASSES!

WHOAAA!  
SO WHY NOT JUST ARREST THE BAD GUYS WHILE THEY'RE ALL HERE?

THIS CONFERENCE IS NEUTRAL GROUND.

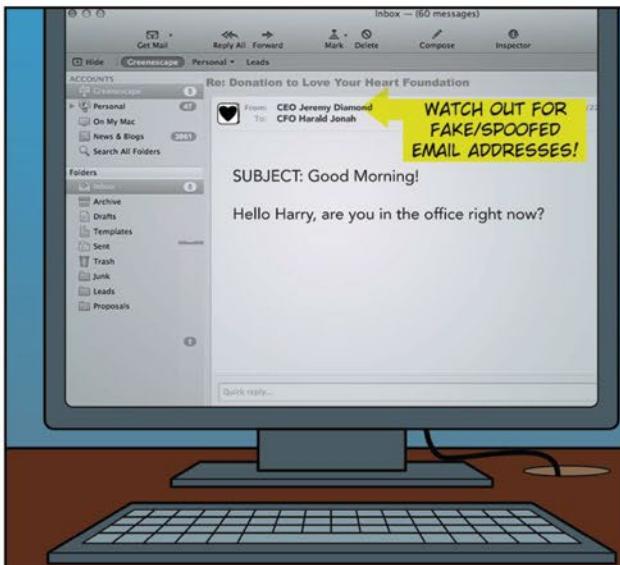
ONLY PLACE WHERE WHITE & BLACK HAT HACKERS CAN MEET WITHOUT RUN-INS WITH THE LAW.

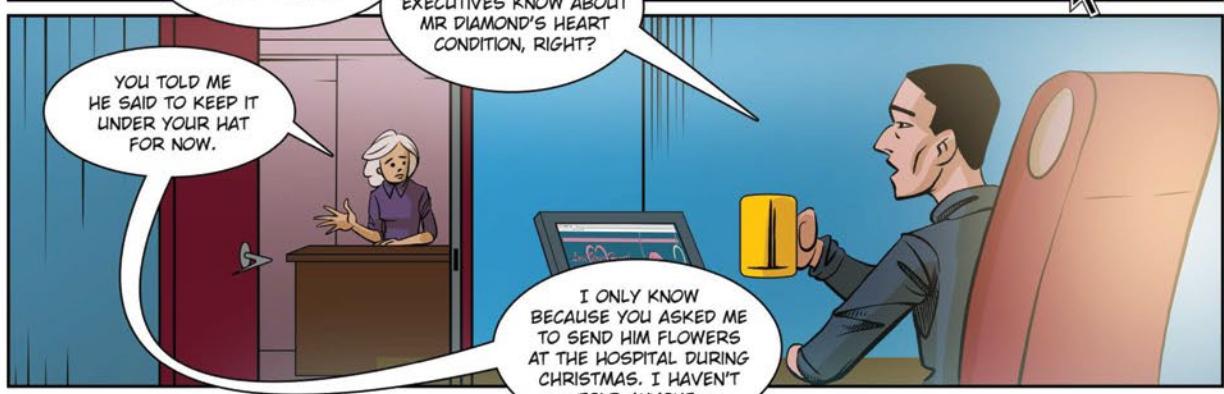
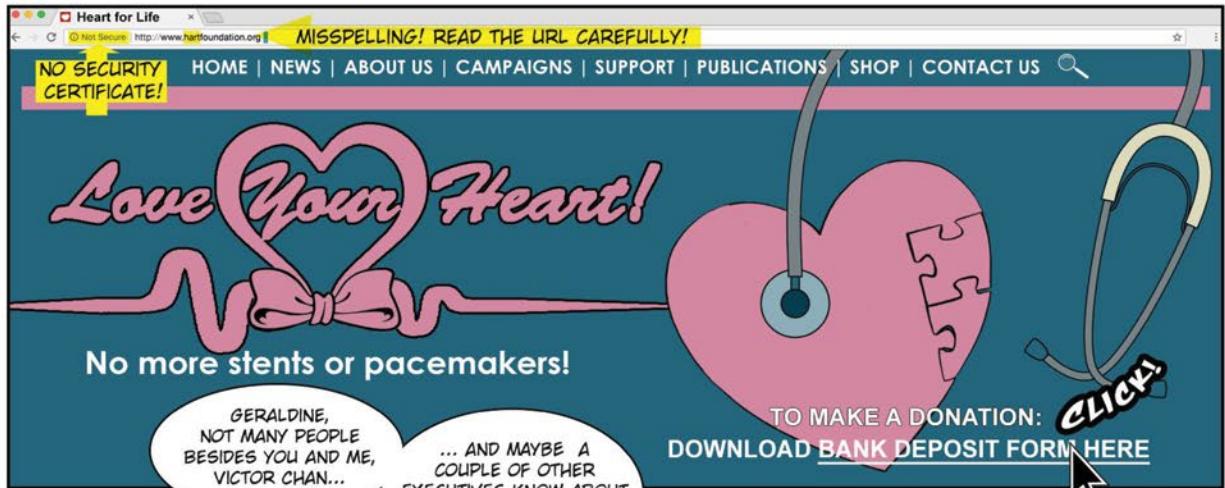




# PART 2: REELING-IN THE PHISHER!

IN THE FIRST OF MANY CYBER HERO ADVENTURES, WE'LL FOLLOW THE REAL-LIFE STORY OF A COMMON CLASS OF HACK, AND THE UNSUNG HEROES WHO WOULD WORK TIRELESSLY TO PROTECT AND DEFEND THE VICTIMS AND BRING DOWN THE PERPETRATORS.





#### WIRE TRANSFER INSTRUCTIONS

Please include the following information on all wire transfers to our bank account:

REMIT TO BANK NAME	
BANK ADDRESS	
ABA NUMBER / SWIFT NUMBER	/
ACCOUNT NUMBER	
FOR CREDIT TO	
FOR FURTHER CREDIT TO	
ACCOUNT NUMBER	
REFERENCE (EX. INVOICE NUMBER)	
AMOUNT AND CURRENCY	

Please contact our Account Manager, \_\_\_\_\_, or by email at \_\_\_\_\_ should you encounter any difficulties.

THANK YOU!

Get Mail Reply All Forward Mark Delete Compose Inspector

Greenscape Personal Leads

**Re: Donation to Love Your Heart Foundation**

From: CEO Jeremy Diamond  
To: CFO Harald Jonah

9/22/10 6:26 PM  
index

Fill out and transfer the funds as soon as possible. I want to announce my contribution during lunch. Very important to do it before lunch.

Quick reply...

From: CFO Harald Jonah  
To: CEO Jeremy Diamond

9/22/10 6:29 PM  
Sent

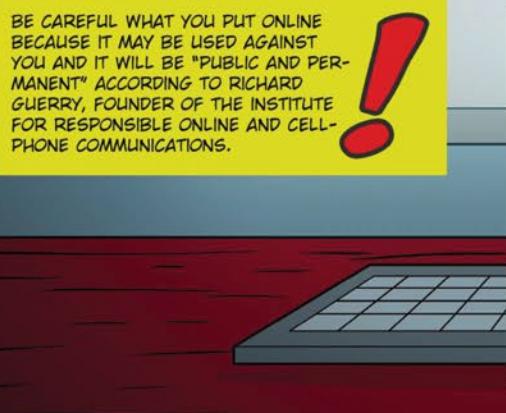
What's the nature of this fundraiser?

Quick reply...

From: CEO Jeremy Diamond  
To: CFO Harald Jonah

9/22/10 6:28 PM  
index

All the information is included in my previous message. I need you to transfer the funds as soon as possible.

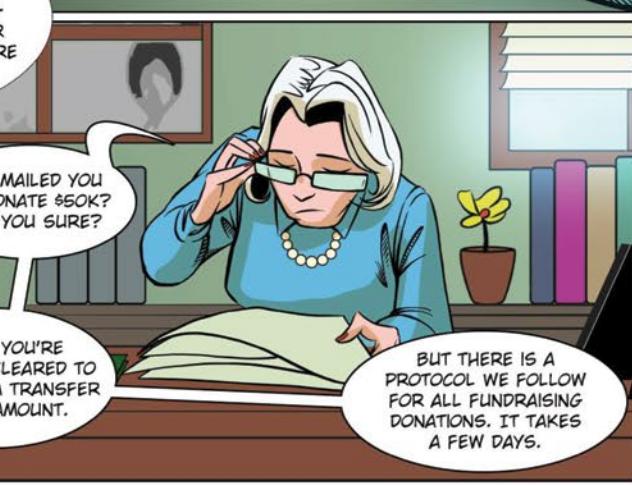
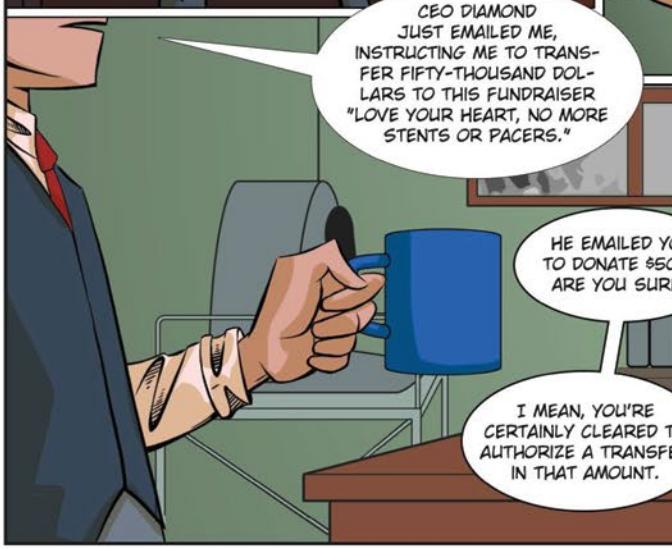


5 Quick reply...

From: CFO Harald Jonah  
To: CEO Jeremy Diamond

1 I'm on it!

Quick reply...



BE CAREFUL...  
EVEN SOCIAL MEDIA  
PROFILES CAN BE FAKE!

YES, I'VE  
CHECKED THEM OUT.  
THEY HAVE A SOCIAL  
MEDIA PRESENCE AND  
SUCH, ALL GOOD!

I COMPLETED THE  
FORM AND SIGNED THE  
PAPERWORK. I AUTHO-  
RIZE YOU TO EXECUTE  
THIS RIGHT AWAY!

WELL, THERE'S  
YOUR SIGNATURE.  
ALL SEEMS TO BE  
IN ORDER. OKAY,  
WILL DO.

I JUST  
NEED TO WRAP UP  
THIS ONE TASK AND  
I'LL GET RIGHT  
ON IT.

YOU'RE THE  
BEST! I HAVE TO  
GO! I'M LATE FOR  
AN IMPORTANT  
MEETING.

PLEASE, LET  
ME KNOW WHEN  
THIS IS DONE.

IT'LL  
BE DONE IN  
LESS THAN 15  
MINUTES.

AND  
C. E. O. JEREMY  
DIAMOND THANKS YOU  
WITH EVERY BEAT OF  
HIS HEART!

Abigail Arnold  
Accounts Payable



Inbox — (60 messages)

Get Mail Reply All Forward Mark Delete Compose Inspector

Greenscape Personal Leads

Re: Donation to Love Your Heart Foundation

From: Abigail Arnold, Accounting  
To: CFO Harald Jonah, CEO Jeremy Diamond

Subject: Task Completed

Per your instructions and authorization in regards to Mr Diamond's request. Here is the confirmation number.

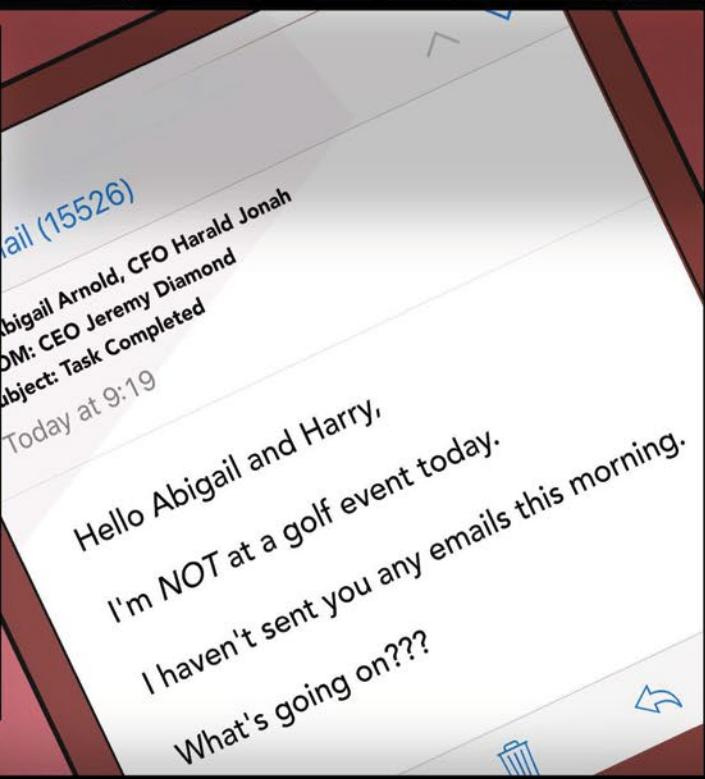
TD Ameritrade Wire Tran:

From: account no: \*\*\*\*\*  
To: account: \*\*\*\*\*7521

Re: Love Your Heart Fundraiser

Amount: \$50,000.00 US

TEN MINUTES LATER...





UH  
OH!



I'M  
GOING TO BE  
FIRED!

WHAT  
AM I GOING  
TO DO?

CFO HARALD JONAH DECIDES TO CALL  
HIS FRIEND, CYBER SECURITY  
SPECIALIST GEORGE ANTONIOU, PH.D.

RRRIIIING!

CYBERHEROES.  
DR G SPEAKING.

DR G! OH  
THANK GOODNESS!  
IT'S HARALD JONAH.  
I'VE MADE A BIG  
MISTAKE!

AFTER SWALLOWING HIS PRIDE,  
CFO HARALD JONAH EXPLAINS  
EXACTLY WHAT HAPPENED.

OK HARRY,  
DON'T PANIC YET.  
FORWARD ME A  
COPY OF THE ORIGINAL  
EMAIL. I'LL SEE IF I CAN  
TRACK DOWN THE  
PERPETRATOR.

DR. G IMMEDIATELY FINDS THE RED FLAG:  
A WELL-DISGUISED FAKE EMAIL ADDRESS. SO  
APPARENT TO THOSE IN-THE-KNOW, WHO LOOK A  
LITTLE DEEPER, AT THE ACTUAL EMAIL ADDRESS.

Get Mail Reply All Forward Mark Delete Compose

ACCOUNTS Personal

News & Issues

Search All Folders

Folders

Inbox

Archive

Drafts

Templates

Sent

Trash

Junk

Leads

Proposals

Re: Donation to Love Your Heart Foundation

From: CEO Jeremy Diamond

Jeremy Diamond

jeremydiamond8298@aol.com

SUBJE

Hello H

FAKE EMAIL ADDRESS!

BUT, ALAS, SO HIDDEN  
TO INNOCENT EYES...

TOP OF THE  
MORNING SUPER K,  
THIS IS DR G. I'VE GOT  
A TRICKY ONE FOR YOU  
HERE... A WHALING  
ATTACK!

## Pinpoint cybersecurity

SUPER AGENT K SOAKS  
IN THE ENTIRE SITUATION.

WELL DR G, THE  
ONLY THING HE'LL BE  
ABLE TO DO RIGHT NOW  
IS TO CONTACT THE  
FOREIGN BANK AND PUT  
A FREEZE ON THOSE  
ASSETS.

THE THIEVES WON'T  
BE ABLE TO WITHDRAW  
THE MONEY BUT THE COMPANY  
ALSO WON'T BE ABLE TO  
RECOVER THE FUNDS UNTIL  
THE CASE IS SOLVED, MAYBE IN FEW  
YEARS OR MANY YEARS.  
UNLESS...

I'M ALL  
EARS!

...UNLESS  
WE TRAP  
THEM!  
I'LL  
CALL THE  
CYBERHERO!

CYBERHEROES LARRY JONES, DR G, AND SUPER AGENT K UNITE BACK AT THE LAB. A COUNTER ATTACK IS PUT INTO ACTION!

Powered by  
the CyberWire

THIS EMAIL  
LOOKS JUST ABOUT  
RIGHT. WE'LL SEE IF WE  
GET ANY BITES BACK  
FROM THE PHISHER.

I'M  
READY TO  
SET THE  
TRAP!

To: CEO Jeremy Diamond

Cc: Abigail Arnold

Subject: Additional Funds for Love Your Heart Foundation

Hello Mr. Diamond,

I hope your morning on the links has refilled your tanks. Jane showed up this morning with a new perfume, whew! My allergies are on code red! But I digress...

Per your request, I wire-transferred \$50,000 to account number 92-6937739. As I was doing that, I stumbled on your memorandum regarding doubling the amount of donations to heart disease research charities as a company policy for the new year.

Our protocol dictates that you "sign off" on our secure website by entering pin [xz19lo] to authorize the extra \$50K. I'm providing the details here for your convenience, since I know you're at the event and might not have it handy.

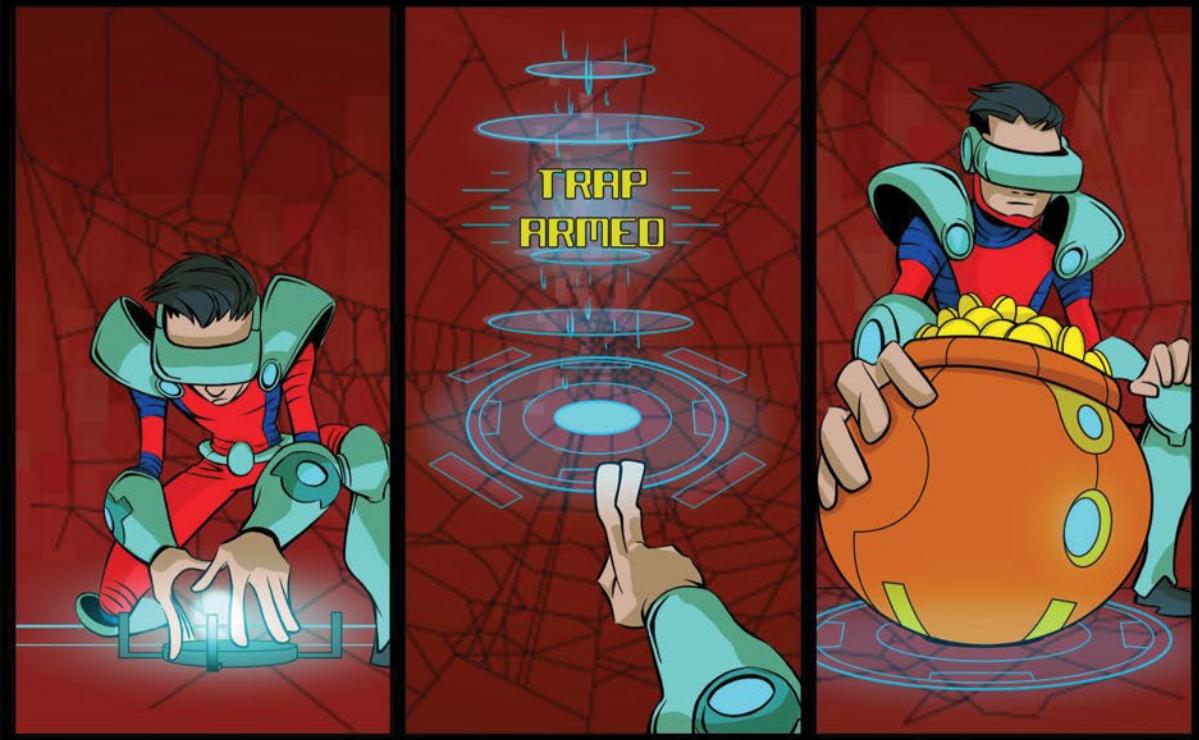
Arrow Bank  
Acct No: 6070255747179  
Routing: 092707912  
u/n: TheSquarePointGroup (case sensitive)  
p/w: playsD3ADtH3Pr1nt3rD03S

If you have any trouble entering the code, try lower case first then all caps. If you still have trouble, email or call me and I will assist you. Once that's done, Abigail will wire-transfer the extra funds.

Let me know if you need anything else. See you bright and early.

-Harald





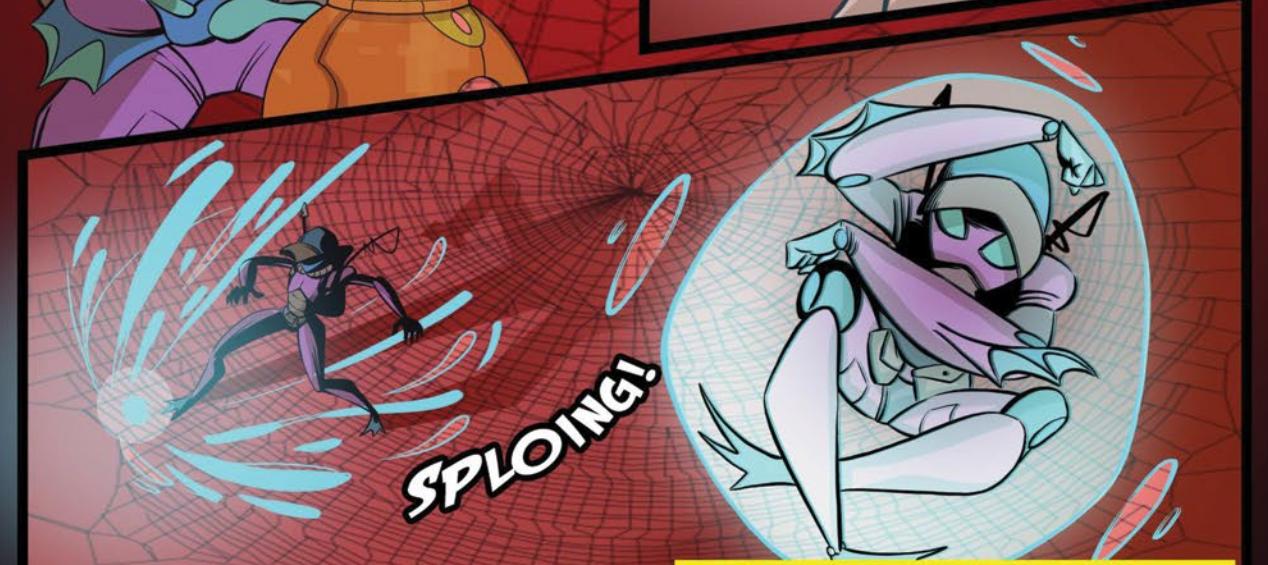
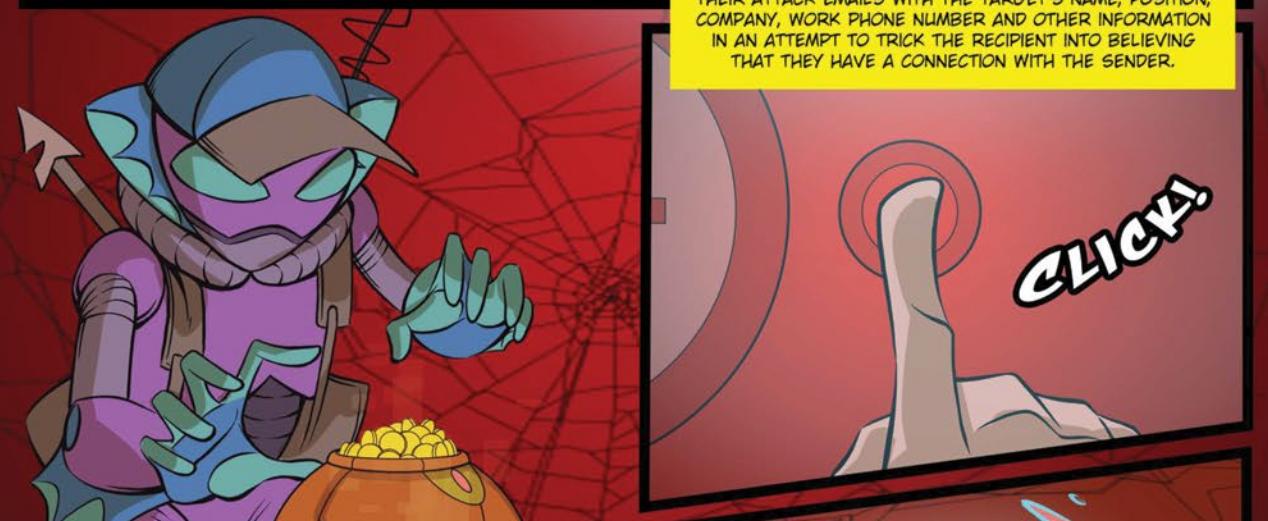
MEANWHILE, BACK IN  
THE DARK WEB...



PHISHING IS THE MOST COMMON TYPE OF ONLINE SCAM. IT REFERS TO ANY ATTACK BY WHICH FRAUDSTERS IMPERSONATE A LEGITIMATE COMPANY AND ATTEMPT TO STEAL PERSONAL INFORMATION OR LOGIN CREDENTIALS. THOSE EMAILS FREQUENTLY USE THREATS AND A SENSE OF URGENCY TO SCARE USERS INTO DOING THE ATTACKERS' BIDDING.

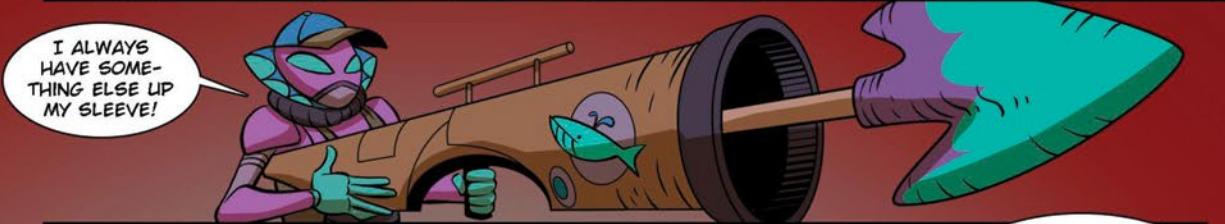


IN SPEAR PHISHING SCAMS, FRAUDSTERS CUSTOMIZE THEIR ATTACK EMAILS WITH THE TARGET'S NAME, POSITION, COMPANY, WORK PHONE NUMBER AND OTHER INFORMATION IN AN ATTEMPT TO TRICK THE RECIPIENT INTO BELIEVING THAT THEY HAVE A CONNECTION WITH THE SENDER.



THE COMBINATION OF GREED  
AND CARELESSNESS CLOSED  
THE CURTAIN FOR THE PHISHER!

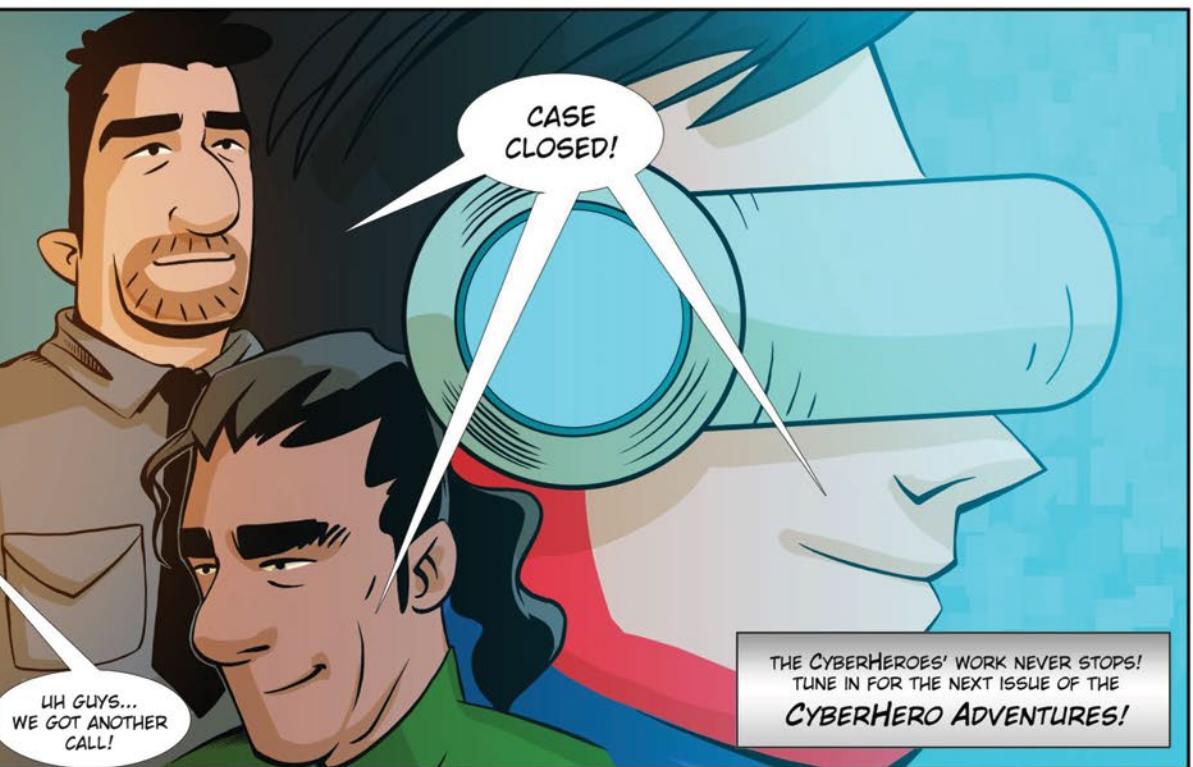
SPEAR PHISHERS CAN TARGET ANYONE IN AN ORGANIZATION, EVEN TOP EXECUTIVES. THAT'S THE LOGIC BEHIND A "WHALING" ATTACK, WHERE FRAUDSTERS ATTEMPT TO HARPOON AN EXECUTIVE AND STEAL THEIR LOGIN CREDENTIALS.



THE CYBERHERO "UNMASKS" THE PHISHER BY DRAINING HER MEMORY BANKS AND COLLECTING DATA THAT WILL POSITIVELY IDENTIFY HER IN THE REAL WORLD!



WORKING WITH FEDERAL AND LOCAL LAW ENFORCEMENT, THE CYBERHEROES ARE ABLE TO TRACK THE SUSPECT AND MAKE AN ARREST!



# MEET THE CYBER VILLAINS OF THE DARK WEB!



AND BEWARE... THEY LURK IN YOUR COMPUTER, NETWORK, SMARTPHONE, CAR, WEBCAM, THERMOSTAT, BABY MONITOR... EVEN YOUR VACUUM CLEANER! THEY LIVE IN A PLACE WHERE EVEN GOOGLE WON'T TREAD...

## THE DARK WEB!

Ivan steals your name, date of birth, social security number, driver's license number, bank account and credit card numbers, PIN numbers, electronic signatures, fingerprints, and passwords... all in an effort to become YOU!

At least for the purposes of stealing your money and applying for loans credit cards in you'll typically a variety of

- Rummaging garbage for personal documents and phones.

- Stealing your credit cards, cards, passports and tokens.

- Guessing common questions such as: NAME?", "FIRST CAR "FIRST PET'S

- Skimming credit cards using hand-held card readers.

YOUR FIND IVAN AT  
ILICIT ACTIVITIES:  
THROUGH YOUR  
UN-SHREDDED  
OR OLD HARD DRIVES

MAIL TO OBTAIN  
IDENTIFICATION  
AUTHENTICATION

KNOWLEDGE  
"MOTHER'S MAIDEN  
MODEL?" OR  
NAME?"

INFORMATION FROM

TY OR  
HORSE  
GRAMS.

- HACKING COMPUTER NETWORKS AND DATA-BASES TO OBTAIN LARGE QUANTITIES.

- BRUTE-FORCE WORDS.

- BROWSING SITES FOR PERSONAL INFORMATION FROM PER-

- DIVERTING SITES IN ORDER TO OBTAIN PERSONAL INFORMATION FROM PER-

- CREDIT CARDS, BILLING STATEMENTS, OR NEW ACCOUNTS OPENED BY THIEVES IN THE

- USING 'CONTACTLESS' CREDIT CARD READERS TO ACQUIRE DATA WIRELESSLY.

- DISCREETLY WATCHING OR HEARING OTHERS PROVIDING VALUABLE PERSONAL INFORMATION (SHOULDER-SURFING).

- STEALING PERSONAL INFORMATION FROM COMPUTERS USING BREACHES IN BROWSER SECURITY MALWARE SUCH AS TROJAN KEYSTROKE LOGGING PRO-

- PUTER NETWORKS AND DATA-PERSONAL DATA, OFTEN IN

- ATTACKING WEAK PASS-

SOCIAL NETWORKING  
PERSONAL DETAILS PUBLISHED

VICTIMS' EMAIL OR MAIL  
TO OBTAIN PERSONAL INFORMATION SUCH AS CREDIT  
AND BANK/CREDIT CARD  
STATEMENTS, BILLING STATEMENTS, OR NEW ACCOUNTS  
OPENED BY THIEVES IN THE  
NAME OF VICTIMS' NAMES.

# IVAN THE IDENTITY THIEF

ice Charges  
urchases  
nds Advance  
ex Cheques/Balance Transfers  
on Date  
y 22  
22  
of Payment Activity



INTERPOL  
case #  
**F-34937H-75U**



WANNACRY IS AN INSIDIOUS FORM OF RANSOMWARE CRYPTOWORM THAT ATTACKED THE MICROSOFT WINDOWS OPERATING SYSTEMS OF INDIVIDUALS AND BUSINESSES AROUND THE WORLD BY ENCRYPTING THE USER'S DATA (LOCKING THEM OUT OF THEIR COMPUTER) AND DEMANDING RANSOM IN DIFFICULT-TO-TRACE DIGITAL CURRENCIES SUCH AS BITCOIN TO UNLOCK IT, MAKING APPREHENDING AND PROSECUTING THE PERPETRATORS DIFFICULT. THE ATTACK WAS UNPRECEDENTED IN SCALE, INFECTING MORE THAN 230,000 COMPUTERS IN OVER 150 COUNTRIES.

RANSOMWARE ATTACKS ARE TYPICALLY CARRIED OUT USING A TROJAN HORSE DISGUISED AS A LEGITIMATE FILE. THE USER IS DUPED INTO DOWNLOADING OR OPENING IT IN AN EMAIL ATTACHMENT. HOWEVER, THE WANNACRY WORM WAS ABLE TO TRAVEL AUTOMATICALLY BETWEEN COMPUTERS WITHOUT ANY USER INTERACTION.

THE CRIMINALS BEHIND WANNACRY ARE STILL OUT IN THE WORLD, DEVELOPING NEW TRICKS, CODING NEW MALWARE, PLANNING THEIR

**NEXT BIG ATTACK!**

# WILBUR WANNACRY



HALF HUMAN, HALF INSECT, BORIS IS ABLE TO DETECT AND EXPLOIT VULNERABILITIES IN TECH DEVICES TO GAIN UNAUTHORIZED ACCESS PRIVILEGES, COMPROMISE DATA CONFIDENTIALITY AND INTEGRITY, AND WREAK HAVOC ON EVERYTHING HE TOUCHES.

BORIS HAS BEEN CREATING CHAOS FOR A LONG TIME. FOR EXAMPLE, IN 1996, A SOFTWARE BUG IN ITS GUIDANCE COMPUTER SOFTWARE FORCED THE EUROPEAN SPACE AGENCY TO DESTROY A \$1 BILLION ARIANE 5 PROTOTYPE ROCKET LESS THAN A MINUTE AFTER LAUNCH.

# BORIS THE BUGGER



FRAUDSTER, SCAMMER, CONFIDENCE ARTIST, GRIFTER, HUSTLER, CHAMELEON. HE GOES BY MANY NAMES. THEY ALL ADD UP TO ONE THING: SONNY THE SOCIAL ENGINEER IS A MASTER MANIPULATOR OF HUMAN BEHAVIOR. HIS GAME IS TO TRICK YOU INTO BELIEVING WHATEVER HE WANTS IN ORDER TO STEAL YOUR MOST VALUABLE AND PERSONAL INFORMATION.

HIS WEAPONS ARE BASED ON EMOTIONAL INTELLIGENCE. HE DOES NOT HESITATE TO TAKE ADVANTAGE OF THE MOST EXCITING OR SAD MOMENTS. HE WIELDS FEAR LIKE A WHIP. HE PREYS ON ANY PERCEIVED WEAKNESS TO BRING DOWN HIS TARGETS AND ENRICH HIMSELF IN THE PROCESS.

# SONNY THE SOCIAL ENGINEER



THE **RAT** IS AN INSIDIOUS CREATURE WHO IS VERY CLEVER AND STEALTHY. PAY NO ATTENTION TO HIS HORSE-LIKE BODY OR HIS GARNERLY RAT FACE... BUT TO THE LENGTH OF HIS TAIL. IT'S SINEWY AND ABLE TO INSERT ITSELF, WITHOUT DETECTION, INTO ANY DEVICE ON THE INTERNET. MOST-COMMONLY IN

PARTNERSHIP WITH THE **PHISHER**, A SIMPLE CLICK ON A LINK IN AN OFFICIAL-LOOKING EMAIL LETS THE **RAT** AND HIS CREW INTO YOUR LIFE TO TURN IT UPSIDE-DOWN. ONCE INSIDE, HE COMPLETELY TAKES CONTROL OF YOUR ONLINE EXISTENCE, WHICH HE CAN THEN MANIPULATE, DESTROY, AND DELETE.

**RANDALL R.A.T.**



THIS SICKLY CREATURE SPREADS ITS DISEASE AND CONTAMINATES EVERYTHING IT TOUCHES. A COMPUTER VIRUS IS MALICIOUS SOFTWARE ("MALWARE") THAT REPLICATES ITSELF BY MODIFYING OTHER COMPUTER PROGRAMS AND INSERTING ITS OWN CODE.

VERNAN THE VIRUS TEAMS UP WITH SONNY THE SOCIAL ENGINEER, EMPLOYING A VARIETY OF MECHANISMS AND DECEPTIONS, COMPLEX ANTI-DETECTION STEALTH STRATEGIES TO EVADE ANTIVIRUS SOFTWARE, AND DETAILED KNOWLEDGE OF SECURITY VULNERABILITIES TO INFECT NEW HOSTS AND SPREAD THE DISASTROUS VIRUS. THEY ARE A DANGEROUS DUO INDEED!

CAUSING SYSTEM FAILURE, WASTING COMPUTER RESOURCES, CORRUPTING DATA, AND GREATLY INCREASING MAINTENANCE COSTS, VERNAN CAUSES BILLIONS OF DOLLARS' WORTH OF ECONOMIC DAMAGE EVERY YEAR. THE MOTIVES FOR THESE CRIMES VARY – FROM SEEKING PROFIT TO SENDING A POLITICAL MESSAGE, SABOTAGE OR REVENGE, OR SIMPLY FOR PERSONAL AMUSEMENT.

# VERNAN THE VIRUS



**THE PHISHER**  
HUNTS ITS PREY  
BY PRETENDING  
TO BE  
LEGITIMATE  
COMMUNICATION  
FROM A TRUSTED  
COMPANY (OF WHICH  
OFTEN THE VICTIM IS A  
CUSTOMER) - OR -  
FROM THE HIJACKED  
IDENTITY OF A FRIEND,  
COLLEAGUE, OR FAMILY  
MEMBER.

USING ONE OF  
MANY RUSES  
(USUALLY  
INVOLVING SOME  
"PROBLEM" WITH THE  
ACCOUNT), THE PHISHER  
ENCOURAGES THE POTENTIAL  
VICTIM TO DIVULGE SENSITIVE  
INFORMATION, SUCH AS LOG-IN  
IDS, PASSWORDS, PINs,  
SOCIAL SECURITY NUMBERS,  
ETC.

THIS INFORMATION IS QUICKLY USED TO STEAL MONEY FROM ACCOUNTS AND TO APPLY FOR FRAUDULENT LOANS AND CREDIT CARDS. UNDOING THE DAMAGE CAUSED BY IDENTITY THEFT USUALLY TAKES MONTHS OF PHONE CALLS, WRITTEN COMMUNICATION, AND LOTS OF LEGAL AND FINANCIAL RED TAPE. KNOWING HOW TO SPOT THE SIGNS OF A PHISHING ATTACK (LOOKING AT THE SENDER'S ACTUAL EMAIL ADDRESS, FOR EXAMPLE) CAN BE THE DIFFERENCE BETWEEN AN ODYSSEY OF FRUSTRATION AND THE SIMPLE ACTION OF DELETING THE EMAIL AND BEING DONE WITH IT.

AS A GENERAL RULE, NO LEGITIMATE COMPANY WILL EVER ASK A CUSTOMER TO DIVULGE SENSITIVE INFORMATION VIA EMAIL. WHEN IN DOUBT, INSTEAD OF CLICKING THE LINK PROVIDED IN THE EMAIL, TYPE THE COMPANY'S URL DIRECTLY INTO YOUR BROWSER OR CALL A COMPANY

REPRESENTATIVE USING  
A KNOWN OR PUBLISHED  
PHONE NUMBER INSTEAD OF A PHONE NUMBER  
PROVIDED IN THE EMAIL.

# PHOEBE THE PHISHER

NOW MEET THE GOOD PEOPLE!



THE CYBERHEROES

DEFENDERS OF THE  
DIGITAL UNIVERSE!



LARRY JONES (A.K.A. CYBER HERO) KNEW THAT HE NEEDED HELP TO LEARN ABOUT TECHNOLOGY AND HACKING. THE MOST IMPORTANT THING THAT HE NEEDED TO UNDERSTAND WAS: WHY DO HACKERS DO WHAT THEY DO? AFTER LISTENING AND LEARNING ABOUT HACKING AND CYBER SECURITY FROM THE AMAZING PEOPLE IN LAW ENFORCEMENT, SUCH AS THE FBI, CYBER SECURITY EXPERTS, THE DEPARTMENT OF DEFENSE, THE DEPARTMENT OF HOMELAND SECURITY AND ACADEMIA, LARRY BEGAN TO UNDERSTAND THAT ALMOST ALL OF THE HACKERS WERE ACTUALLY TRYING TO HELP (WHITE HATS) BY PROGRAMMING AND HER DESTINY WAS DEFENDING THE WORLD AGAINST CYBER CRIMINALS (BLACK HATS).

THERE WERE ALSO MANY GREAT PEOPLE WHO WERE THREAT RESEARCHERS WHO DISCOVERED VULNERABILITIES IN COMPUTERS AND CONNECTED DEVICES TO HELP PROTECT US ALL (GREY HATS). LARRY KEPT HEARING THE NAME OF ONE PERSON WHO WAS CONSISTENTLY MENTIONED AS BEING THE BEST HACKER IN THE UNIVERSE: QUEEN JIO. FROM THE MOMENT THAT SHE WAS BORN, HER PARENTS KNEW THAT SHE WAS DESTINED TO BECOME A POWERFUL LEADER AND ROLE MODEL AND TO SHED SUNLIGHT ON A DARK WORLD, SO THEY NAMED HER JIO (AN ANCIENT TERM FOR "SUN"). HER FIRST WORDS WERE: WHO, WHAT, WHERE, WHEN AND MOST IMPORTANTLY...HOW? SHE QUICKLY DISCOVERED COMPUTERS AND SEALED TO SPREAD SUNSHINE ON A DIVERSE AND INCLUSIVE WORLD.

# QUEEN JIO

TM



LARRY IS A "REGULAR GUY" WHO IS AN EXPERT AT MARKETING COMMUNICATIONS AND CORPORATE TRAINING. HE RAN A SUCCESSFUL COMPANY THAT WAS SUBSEQUENTLY SOLD TO GLOBALCOMM. EVERYTHING WAS GOING GREAT UNTIL ONE DAY HE RECEIVED A FATEFUL CALL. UNBEKOWNST TO HIM, ONE OF LARRY'S EXECUTIVES PHONED GLOBALCOMM PRETENDING TO BE A WHISTLE-BLOWER AND SPREAD A RUMOR THAT THERE WAS RAMPANT FRAUD THROUGHOUT LARRY'S COMPANY AND THAT ALL CLIENTS SHOULD STOP ALL COMMUNICATIONS!

LARRY LOST MILLIONS OF DOLLARS AND HIS HOME. HE WAS FORCED TO FIRE ONE HUNDRED EMPLOYEES. ONLY YEARS LATER, LIKE PEELING THE LAYERS OF AN ONION, LARRY BEGAN TO UNDERSTAND THAT HE WAS BEING

VICTIMIZED BY A SERIES OF INSIDER CYBER ATTACKS THAT FUNNELED HIS BUSINESS INTO A SHADOW COMPANY CONTROLLED BY SEVERAL FORMER EXECUTIVES. THEY SPOOFED HIS WEBSITE, RE-DIRECTED CALLS TO THE SHADOW COMPANY AND DESTROYED HIS REPUTATION.

UNABLE TO PROVE HIS CASE AND RECEIVE JUSTICE DUE TO THE DIFFICULTY OF IDENTIFYING THE PLOT AND THE HACKER, LARRY DECIDED TO PIVOT FROM BEING A VICTIM TO BECOMING AN ADVOCATE. HE LEARNED EVERYTHING HE COULD ABOUT CYBER SECURITY. LIKE DOROTHY IN THE WIZARD OF OZ, LARRY MEETS WONDERFUL CYBERHEROES ALONG THE WAY, WHO ARE MISSION-DRIVEN CHARACTERS JOINING HIM ON HIS QUEST TO RAISE AWARENESS OF CYBERCRIME AND TO DEFEND THE DIGITAL UNIVERSE!

# LARRY JONES, THE CYBERHERO!



SHE IS ALWAYS READY TO INFORM  
USING HER METICULOUSLY  
RESEARCHED POWER PRESENTATION  
SLIDES THAT PROJECT FROM A  
LENS IN HER COSTUME. SHE  
SUBDUES HER ADVERSARIES WITH  
SLIDES SO DENSE WITH DATA THAT  
THEY ARE OVERCOME BY  
**INSTANT SLUMBER!**

THE PRESENTER IS A SKILLED WHITE-HAT  
EX-HACKER, WHO NOW SPENDS HER TIME  
PROMOTING CYBERSECURITY EDUCATION AND  
FACILITATING PARTNERSHIPS BETWEEN  
GOVERNMENT, ACADEMIA, AND THE PRIVATE SECTOR  
FOCUSED ON SUPPORTING PEOPLE'S ABILITY TO  
ADDRESS CURRENT AND FUTURE CYBERSECURITY  
ISSUES AND WORKFORCE CHALLENGES THROUGH  
STANDARDS AND BEST PRACTICES.  
EVEN HER JOB DESCRIPTION PUTS YOU TO SLEEP!

# **PRES**ENTER



SUPER AGENT K HAS ALWAYS HAD A PASSION FOR LAW ENFORCEMENT. HIS GRANDFATHER AND HIS FATHER WERE HIGHLY RESPECTED SENIOR LAW ENFORCEMENT OFFICIALS. SUPER AGENT K ALWAYS WANTED TO FOLLOW IN THEIR FOOTSTEPS. WHY? HE WAS SEVERELY BULLIED THROUGHOUT HIS MIDDLE AND HIGH SCHOOL YEARS AND NEVER FOUGHT BACK.

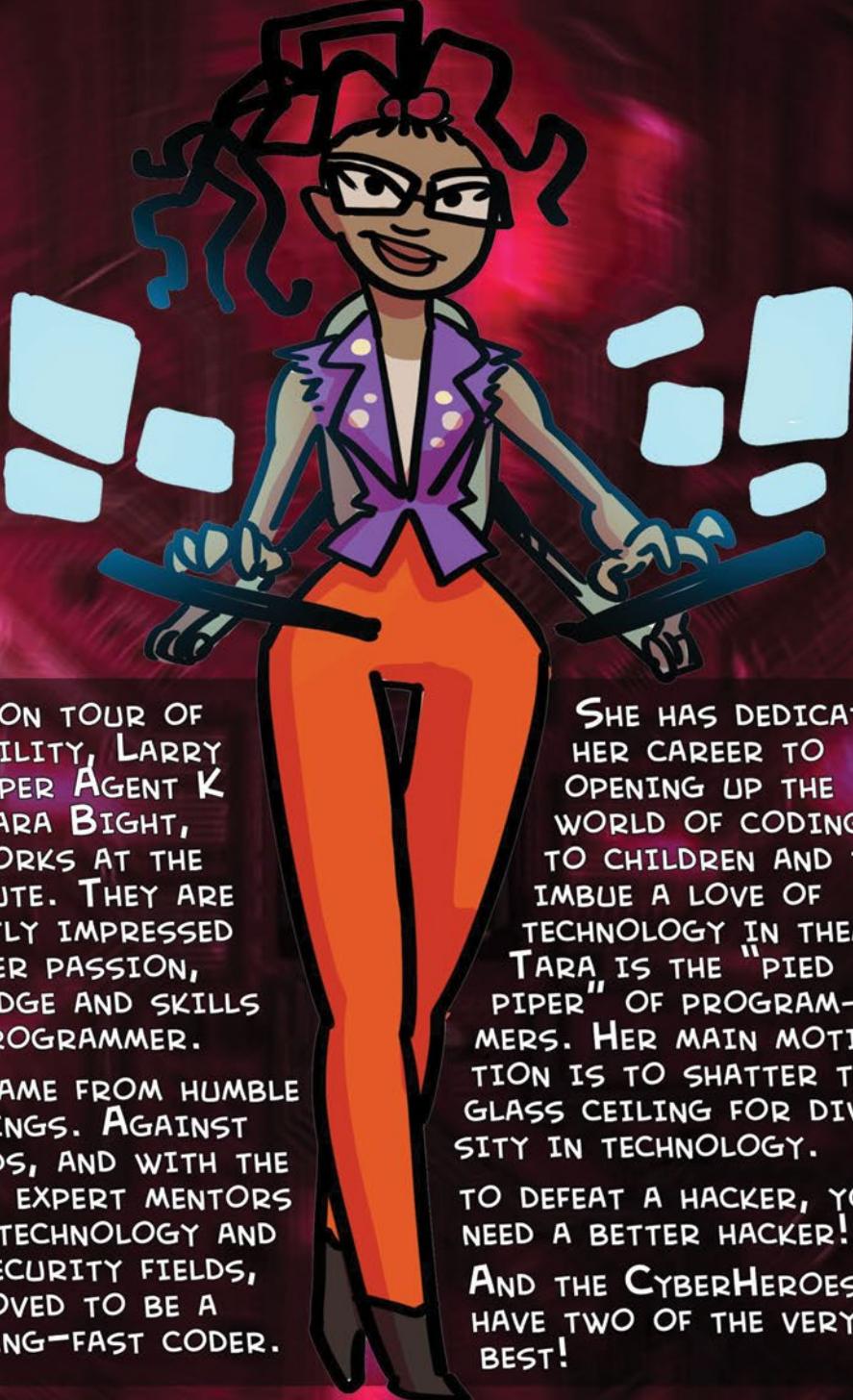
UNTIL ONE DAY HIS UNCLE, A MARINE TRAINER, PUT HIM THROUGH A MINIATURE BOOT CAMP TO STRENGTHEN HIS BODY AND DISCIPLINE LITTLE KEITH'S MIND.

THE TRAINING IMBUED SPECIAL AGENT K WITH AN INCREDIBLE SENSE OF POWER AND SELF-RELIANCE, WHICH HE USED TO DEFEAT THE BULLIES. THAT WAS HIS FIRST TASTE OF JUSTICE.

LATER ON, HE SUFFERED A TERRIBLE ACCIDENT WHILE PLAYING FOOTBALL.

NOW UNABLE TO MEET THE FBI'S STRINGENT PHYSICAL REQUIREMENTS, HIS DREAM OF BECOMING AN FBI AGENT IS SHATTERED. HE INSTEAD PURSUES A 20-YEAR CAREER IN CYBERSECURITY.

# KEITH GARCIA SUPER AGENT K



WHILE ON TOUR OF THE FACILITY, LARRY AND SUPER AGENT K MEET TARA BIGHT, WHO WORKS AT THE INSTITUTE. THEY ARE INSTANTLY IMPRESSED WITH HER PASSION, KNOWLEDGE AND SKILLS AS A PROGRAMMER.

TARA CAME FROM HUMBLE BEGINNINGS. AGAINST ALL ODDS, AND WITH THE HELP OF EXPERT MENTORS IN THE TECHNOLOGY AND CYBERSECURITY FIELDS, SHE PROVED TO BE A LIGHTNING-FAST CODER.

SHE HAS DEDICATED HER CAREER TO OPENING UP THE WORLD OF CODING TO CHILDREN AND TO IMBUE A LOVE OF TECHNOLOGY IN THEM. TARA IS THE "PIED PIPER" OF PROGRAMMERS. HER MAIN MOTIVATION IS TO SHATTER THE GLASS CEILING FOR DIVERSITY IN TECHNOLOGY.

TO DEFEAT A HACKER, YOU NEED A BETTER HACKER! AND THE CYBERHEROES HAVE TWO OF THE VERY BEST!

# TARA BIGHT THE SUPERCODER



LEONIDAS SERVED HIS COUNTRY WITH DISTINCTION AS AN OFFICER IN THE MILITARY. HE AND HIS FAMILY HAVE MADE COUNTLESS SACRIFICES IN SERVICE TO AMERICA. UNFORTUNATELY, DURING A PARTICULARLY VICIOUS BATTLE WITH THE ENEMY, LEONIDAS WAS SEVERELY WOUNDED AND CONFINED TO A WHEELCHAIR REST OF HIS LIFE.

LEONIDAS HAS SUCH A POWERFUL LOVE FOR HIS COUNTRY THAT, EVEN AFTER HIS INJURIES, HE STILL WANTED TO SERVE. HE DECIDED HE WOULD EXPAND HIS MIND AND MOVE INTO MILITARY INTELLIGENCE. HIS MISSION: TO LISTEN AND LEARN ABOUT ATTACK VECTORS TARGETING THE UNITED STATES.

ONE PARTICULAR VECTOR THAT HE REALIZED IS INCREDIBLY DANGEROUS IS CYBER WARFARE. LEONIDAS RECEIVED IN-DEPTH TRAINING AND EARNED CERTIFICATIONS THAT DEVELOPED HIS SKILLS TO IDENTIFY THE ENEMY IN CYBERSPACE. AFTER HEARING LARRY'S AND SUPER AGENT K'S STORIES, LEONIDAS FINALLY FOUND THE TEAM TO HELP HIM ACCOMPLISH HIS MISSION.



# LEONIDAS: THE CYBERSOLDIER



JACK THE FIREWALL LOVES RULES. HE LIVES BY RULES. HE DENIES AND ALLOWS ENTRY BY RULES. HE DOES HIS JOB QUIETLY AND UNDER THE RADAR. MOST OF THE TIME, YOU DON'T EVEN KNOW HE IS THERE. HE'S ONE OF THE MOST CHALLENGING OBSTACLES THAT HACKERS HAVE TO BYPASS. A FORMIDABLE OPPONENT TO THOSE WHO WANT TO MERELY SNOOP OR THOSE WHO MEAN TO DO HARM!

HE WORKS IN PARALLEL WITH OTHER FIREWALLS AND TEAMMATES TO FORM DATA DMZ'S AND COMPARTMENTAL AREAS TO PROTECT VALUABLE ASSETS, SYSTEMS, AND INFORMATION. HIS ONLY WEAKNESS? STALE, OLD RULES. IN A CONSTANTLY-CHANGING CYBER LANDSCAPE, JACK MUST ENSURE THAT HIS RULES ARE ALWAYS UP-TO-DATE AND ONE STEP AHEAD OF HIS ADVERSARIES!

# JACK THE FIREWALL



JUSTINA IS A FIRST-GENERATION AMERICAN OF MEXICAN HERITAGE. FROM A YOUNG AGE, SHE DEFENDED THE DEFENSELESS. SINCE THEN, SHE ALWAYS KNEW SHE WOULD BE A LAWYER.

SHE SET OUT TO LEARN ALL SHE COULD ABOUT THE JUDICIAL SYSTEM. MANY YEARS LATER SHE BECAME A PUBLIC DEFENDER, DEFENDING THE RIGHTS OF THE ACCUSED. ONE DAY, SOMETHING SHOCKING HAPPENED TO JUSTINA AND HER COLLEAGUES, WHEN SHE CLICKED ON AN EMAIL AND ALL THE COMPUTERS IN THE OFFICE FROZE.

SHE LATER LEARNED HER OFFICE WAS BEING HELD FOR RANSOM. THEY HAD TO DECIDE: SHOULD THEY PAY? OR SHOULD THEY FIGHT?

JUSTINA FOUGHT. HARD. EVENTUALLY, SHE EVEN IDENTIFIED THE HACKER... OR SO SHE THOUGHT. WORKING WITH LAW ENFORCEMENT, SHE REALIZED THAT THE LEGAL SYSTEM HAD NOT KEPT PACE WITH THE CHANGING WORLD OF TECHNOLOGY. IN TIME, JUSTINA WAS UNABLE TO BRING THE CRIMINAL TO JUSTICE.

WHEN THE CYBER HEROES SHARED THEIR STORIES, SHE INSTANTLY TOLD THEM:

"I'M IN!"

# JUSTINA JASCO THE DEFENDER

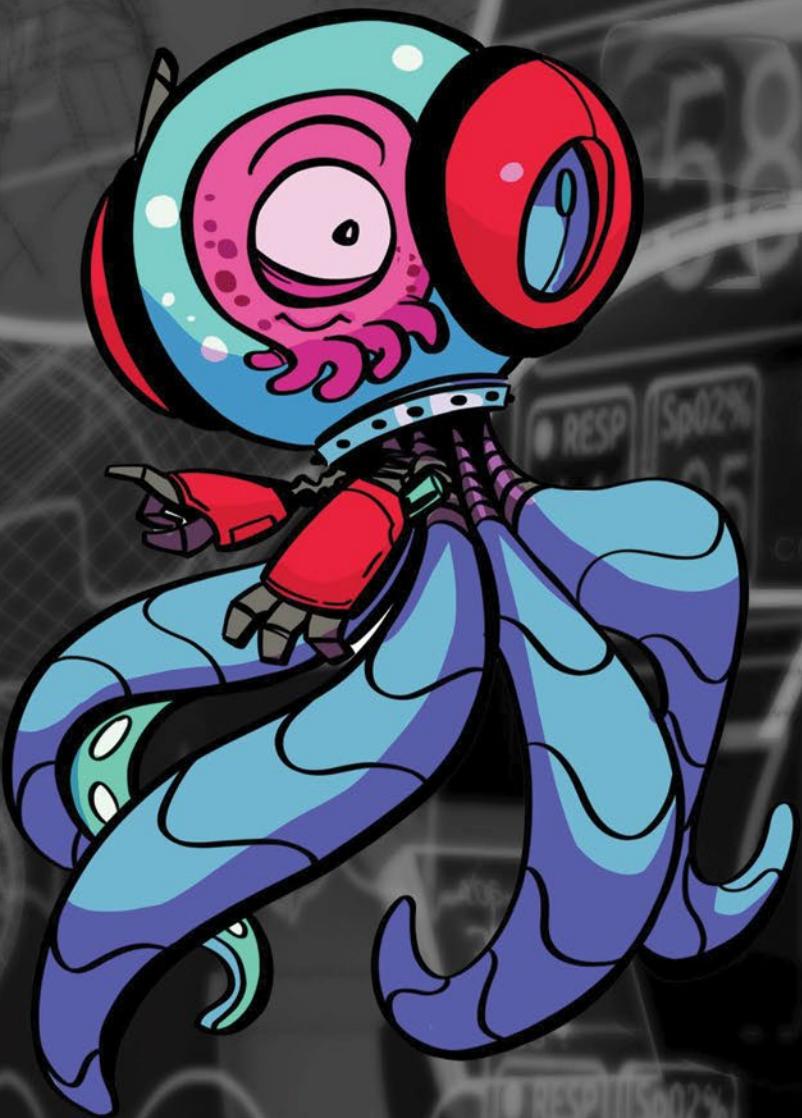


DR. G WAS BORN  
ON AN EXOTIC  
ISLAND FAR, FAR  
AWAY. HE STARTED  
READING AND TINKERING  
AT AN EARLY AGE. FROM  
HIS GREAT GRANDPA, THE

"WISE OLD MAN" OF HIS SMALL FISHING VIL-  
LAGE, HE LEARNED A GREAT DEAL ABOUT THE ART  
OF WAR (AMONG MANY OTHER THINGS). IT WAS  
DURING THOSE LONG NIGHTS SITTING AROUND THE CAMPFIRE  
AND LONG WALKS ON THE BEACH WITH HIS GREAT GRANDPA  
THAT YOUNG DR G CAME TO UNDERSTAND AN IMPORTANT CON-  
CEPT: GOOD DEFENDERS ARE THE FIRST FIGHTERS WHO PUT  
THEMSELVES BEYOND THE OPPORTUNITY OF DEFEAT. AFTER EARN-  
ING HIS PHD IN COMPUTER SCIENCE, DR G HAS SINCE PUT ALL  
THOSE LESSONS TO GOOD USE DEFENDING AGAINST CYBER  
CRIMINALS OF ALL STRIPES, AND ORCHESTRATING COUNTER AT-  
TACKS TO THWART THEIR DESTRUCTIVE AND

ILLEGAL ACTIVITIES. HIS WAY OF  
THINKING AHEAD OF THE  
OPPONENT'S MOVE IS UNPARALLELED.  
IT'S HIS PERSONAL GIFT!

# DR G THE CYBER NINJA



THE INTERNET OF THINGS (IOT) IS A NETWORK OF PHYSICAL DEVICES THAT INCLUDES VEHICLES, HOME APPLIANCES, HEART MONITORING IMPLANTS, STREET LIGHTS, BIOCHIP TRANSPONDERS, CAMERAS STREAMING LIVE FEEDS, AND OTHER ELECTRONIC DEVICES EMBEDDED WITH SOFTWARE, SENSORS, AND ACTUATORS. EACH THING IS UNIQUELY IDENTIFIABLE BUT IS ABLE TO OPERATE WITHIN THE EXISTING INTERNET INFRASTRUCTURE.

Pretty much any object can be turned into an IoT device if it can be connected to the internet and controlled that way. The term 'IoT' is used for devices that wouldn't generally be expected to have an internet connection, and that can communicate with the network independently of human action. Therefore, PCs and smartphones aren't considered IoT devices.

# IOT

# THE INTERNET OF THINGS

**"Samsung is excited to partner with Cyberman Security and their CEO, Gary Berman, to support a new wave of technical-security training that creates true collaboration between the Cyber Heroes of the world. Storytelling is the best way to explain, and audiences to retain, the real issues facing corporations during the current digital transformation."**

– Keith Fuentes  
Vice President, Knox Sales, Samsung Electronics America, Inc.

**"Cyberspace needs a hero! In fact, it needs a League of Heroes. If phrases like that stir something within you... and, let's face it, you know that they do, then you will immediately understand the value of this series. CyberHeroes: Defenders of the Digital Universe allows organizations to tap into the global infatuation with superheroes. It's time to suit-up, empower your organization and your family, and advocate for victims."**

– Perry Carpenter  
Chief Evangelist and Strategy Officer, KnowBe4.com

**"The CyberHero Adventures: Defenders of the Digital Universe is truly a game-changer in the rapidly evolving cyber security ecosystem. Depicting the on-going battle between White vs. Black Hats in a superhero world is incredibly educating, interesting, intelligent, intriguing, entertaining and engaging. This is a must-read for large enterprises, SME's, law enforcement, the military, academia, educators and family members who want to stay safe online."**

– Dr. George Antoniou  
Assistant Professor of Cyber Security Management, St. Thomas University

**"I can't thank you enough for presenting your insights and tools to the Best Buddies staff today. Your personal story helped us see how cyber-invasion can happen to anyone at any level. This can be scary and tricky material, but your positive energy brought us out the other side."**

**"We're looking forward to collaborating with you in the future on the creation of a customized version of The CyberHero Adventures: Defenders of the Digital Universe to serve our community of people with and without special needs throughout the United States."**

– Corey Yugler, Director  
Training & Development, Best Buddies Global Headquarters

**"Cyber security leads to cyber safety and as evolving technologies that connect the world continue to make their way into the hands of children, it is vital today's youth and families are armed with information to make them less vulnerable. Using super heros and storylines that children can relate to creates a unique and edu-taining resource that can be used to creatively introduce and educate the next generation of digital citizens about the importance of understanding cyber security. Kudos to Gary Berman for developing and delivering such an important resource to families across our now global neighborhood."**

– Richard Guerry, Founder  
Institute of Responsible Online & Cellphone Communications, Iroc2.org

**"People, Process, and Technology can help protect what matters most. Cyber Hero's is an illustration of providing a light-hearted and simple way to communicate the message that can be easily digested, great job!"**

– Tom Brennan, CTO Proactive Risk