

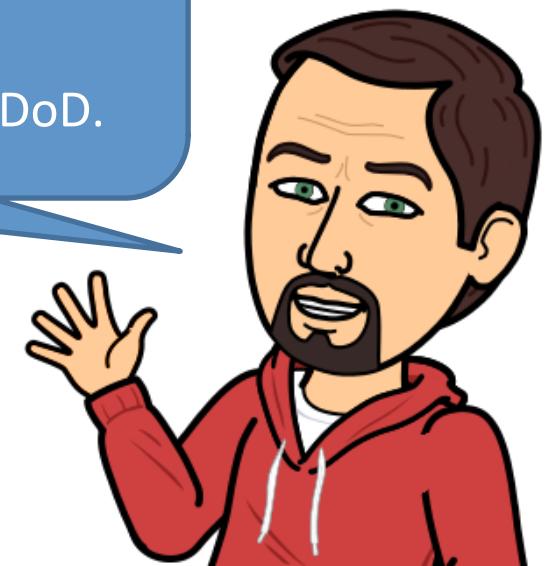
Cybersecurity Training for the Enterprise

2018 Rochester Security Summit

Dennis M. Allen

Technical Manager, Cyber Education and Training
CERT/SEI/CMU

I guide an outstanding group of cybersecurity professionals at the Software Engineering Institute that create cutting edge training programs for the federal government and DoD.



Lightning Safety

(video)



#1 - "Lightning Safety: Interview with a Cloud" - Produced by LDS Church

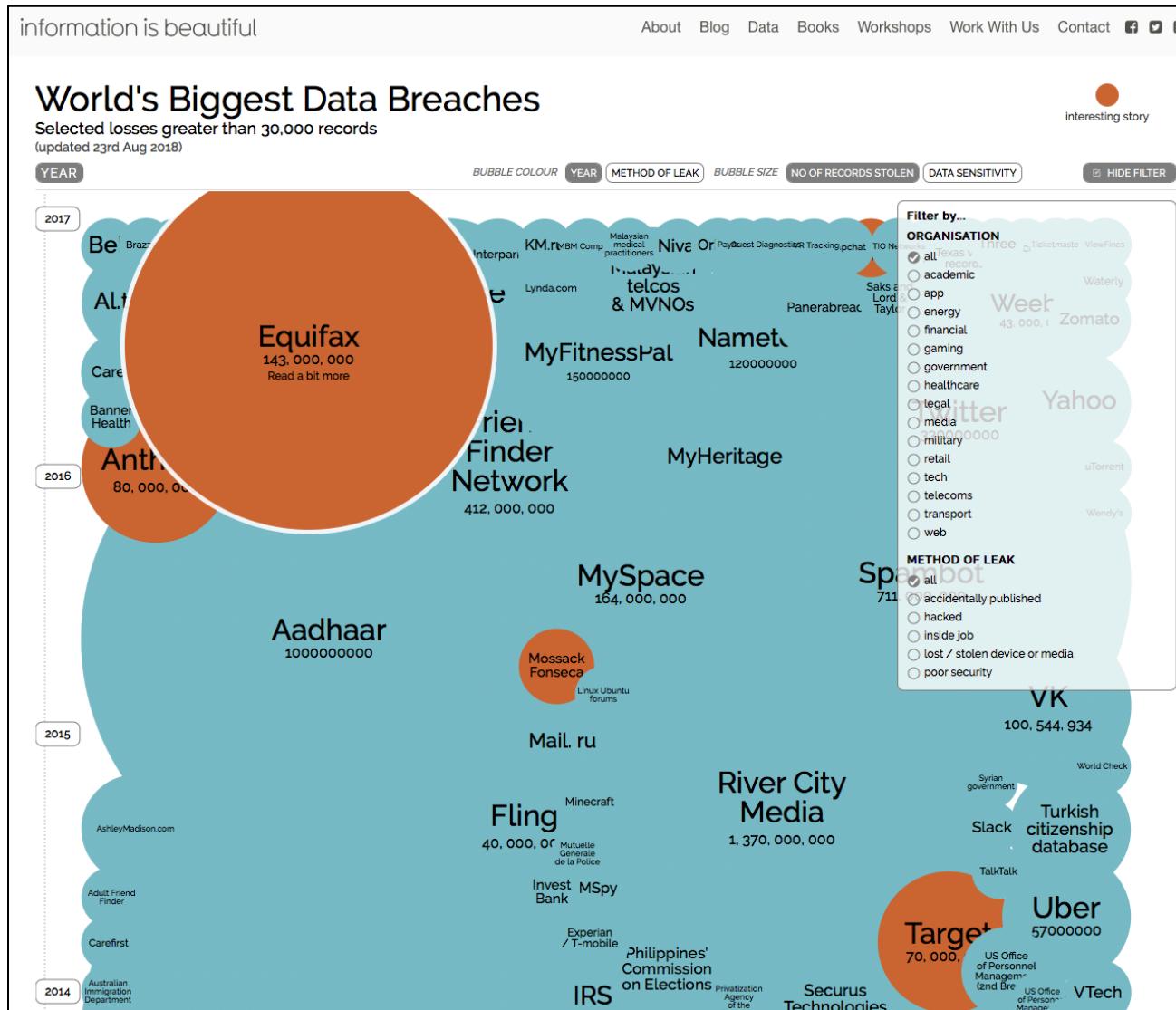
Why show this video?

- Invoke feeling or emotion
 - In this case, humor
- Clear teaching points
 - Still need learning objectives
- Short
 - 2 minutes
- Dynamic
 - Interweaving interview and animations
- Background audio
 - Even background music can stimulate senses and maintain engagement

What did we learn?

- Don't stand next to metal, poles, or trees
- Don't run into an open field
- Don't stand with feet apart
- Do get in the car
- Can strike from 10 miles away

Evolving Cybersecurity Landscape



What kind of cybersecurity training?

Key (training) takeaways from the 2018 Verizon Data Breach Investigations Report (VBDIR)

53,000 recorded incidents and 2,216 confirmed

Use of stolen credentials is the top action vector

- 43,000 accesses via stolen credentials

Email is the most common attack vector at

- 49% of non-POS malware was installed via email
- Phishing and “pretexting” represent 98% of successful attacks
- 4% of people will fall victim of a phishing attack
- In a phishing campaign, 1st click average time is 1 minute

System admin is the top internal threat actor

68% of breaches took months or longer to detect

37% of malware hashes appear only once

Ransomware represented 56% of malware

- **Awareness (real threats, you ARE a target)**
- **Need multifactor authentication**
- **Need better password practices**
- **Need to protect email**
- **Need Phishing training**
- **Implement proactive benign campaigns (catch and release)**
- **Insider Threat Training**
- **Incident Detection and Handling Training**
- **63% blocked by anti malware?**
- **Implement & verify DR solutions**

Popular Learning Models

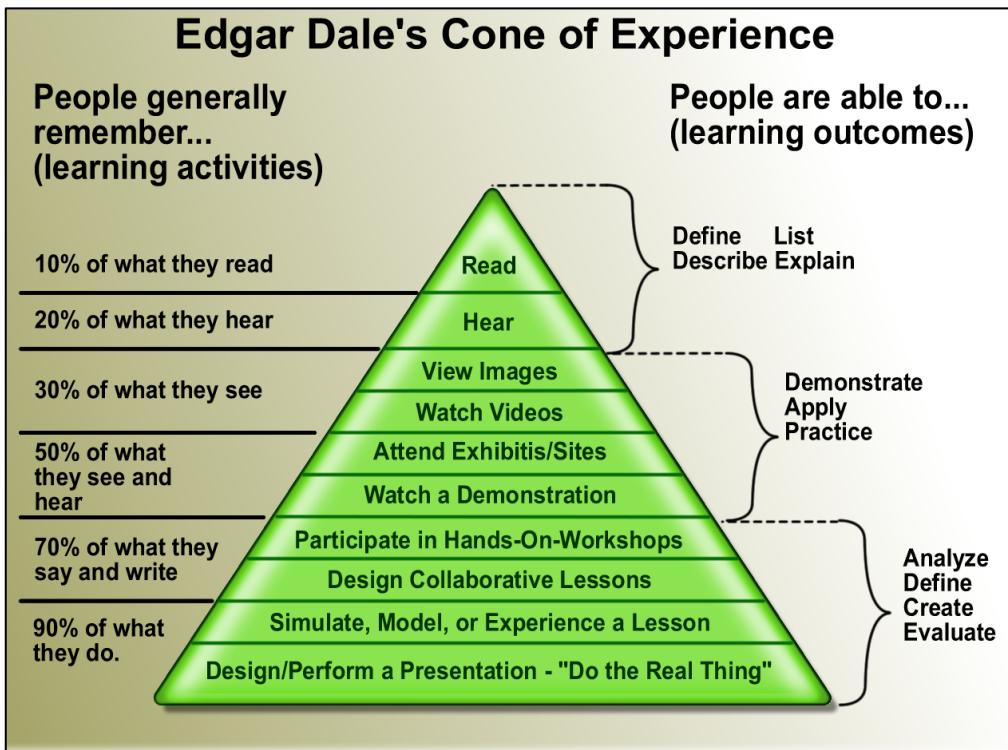


Image Source: https://en.wikipedia.org/wiki/File:Cone_of_learning_export_11x17.png

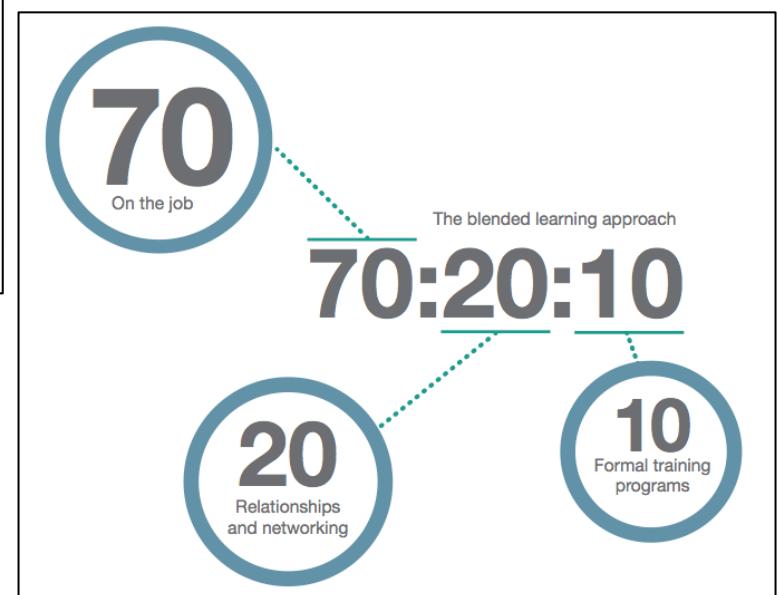


Image Source: <https://publicsector.wa.gov.au/workforce/leadership/leading-regions/blended-learning>

Instructor Led Training (ILT)

Similar Tools/Terms

- Classroom Training
- Traditional Training

Use Cases

- “Sage on the stage”
- Team building
- Certification Preparation
- Often combined with hands-on

Advantages/Disadvantages

- Can “tweak” per delivery but generally long development cycles
- 20-80 hours of dev. per 1 hr of delivery
- Course availability challenges
- Travel and other expenses
- 70:20:10



About the Exam

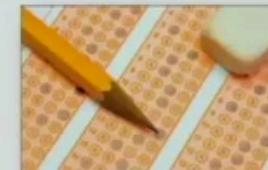
3 Hours

125 Questions

25 Questions are being “tested”, and not graded

Given at the same time as CISSP® and other (ISC)²® exams

Must score 700 out of 1000 to pass



Computer Based Training (CBT)

Similar Tools/Terms

- Web Based Training (WBT)
- eLearning

Use Cases

- “Guy on the side” (e.g. YouTube)
- Awareness/Knowledge building
- Limited Skill development
- Certification preparation

Advantages/Disadvantages

- Self-paced
- Numerous distribution methods
- Automated completion tracking
- Varied cost models
 - 50-300 hours of dev. per 1 hr of delivery
- Consistent delivery
- 70:20:**10**

Cybersecurity Online Training

The screenshot shows the homepage of the Cyber Awareness Challenge 2018. The main title "CyberAwareness Challenge" is prominently displayed in large white font against a dark background. Below the title, there are several green checkmarks and corresponding text labels: "SITUATIONAL AWARENESS", "COMPUTER USE", "SOCIAL NETWORKING", "MOBILE COMPUTING", and "REMOVABLE MEDIA". To the right of the main title, a purple sidebar contains the text: "Cyber Awareness Challenge 2018 is now available. This training replaces the previous Cyber Awareness Challenge version 4.0 dated October 2016. Training certificates are now downloaded, rather than requiring a printer." Below this text is a "Launch Training" button. At the bottom right of the page, there is a navigation bar with icons for back, forward, and search.

Please visit the [Online Training Catalog page](#) to see our entire training products list, to launch the training, and to order the products on CD-ROM. This area contains Cybersecurity Awareness Training, Cybersecurity Training for IT Managers, Cybersecurity Training for Cybersecurity Professionals, Cybersecurity Technical Training, NetOps Training, Cyber Law Awareness, and Cyber Tools Training available online.

Top Online Trainings!

This section displays four training modules in a grid format. Each module has a thumbnail image, title, and version information.

- Cyber Awareness Challenge 2018** (Version 1.0, October 2017)
- Mission Assurance for Senior Leaders** (Version 1.0, March 2014)
- DoD AO (Authorizing Official)** (Version 1.1, March 2018)
- DoD Mobile Devices** (Version 1.1, July 2017)

This section displays four more training modules in a grid format.

- Social Networking** (Version 2.1, Jul 2017)
- Phishing Awareness** (Version 3.1, Jul 2017)
- Personally Identifiable Information (PII)** (Version 2.0, March 2013)
- Using PKI** (Version 1.0, December 2009)

Game Based Learning (GBL)

Similar Tools/Terms

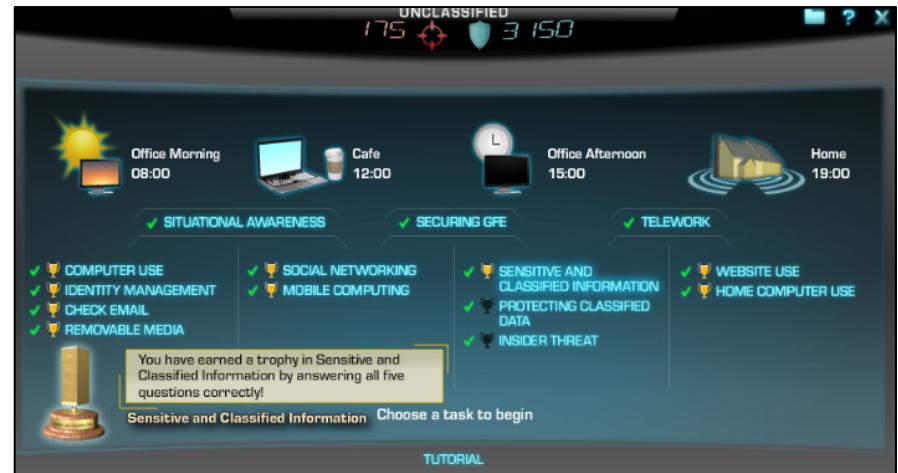
- NOT just “gamification”

Use Cases

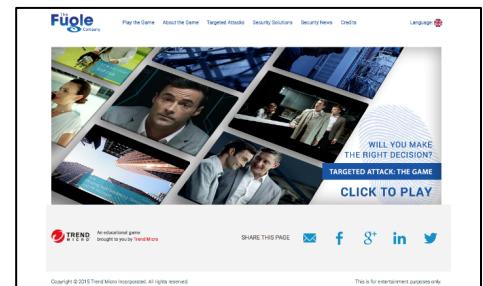
- Any

Advantages/Disadvantages

- Fun, Different, and Engaging
- Consistent but Dynamic
- Self-paced
- Costly to develop
 - 300+ hours of dev. per 1 hr of delivery*
- **70:20:10**



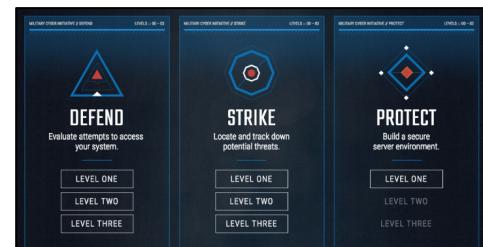
https://iatraining.disa.mil/eta/disa_cac2018/launchPage.htm



<http://targetedattacks.trendmicro.com/>



<http://my.nps.edu/web/c3o/cyberciege>



<https://www.cybermission.tech/>

* <http://www.chapmanalliance.com/howlong/>

Training Exercises

Similar Tools/Terms

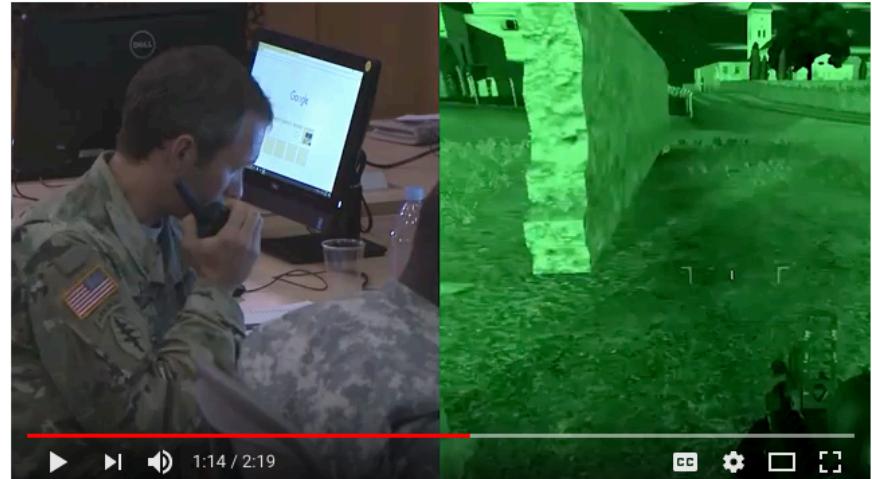
- Simulations
- Dress Rehearsal

Use Cases

- Advanced Skill Development
- Experience Building
- Readiness Assessment
- Tabletop Exercises

Advantages/Disadvantages

- Training or Assessment?
- Can be expensive to setup
- Difficult to coordinate participants
- Superior evaluation of Procedures, and Command & Control
- **70:20:10**



Cyber X Games 2017



Cyber Guard 15

On the Job Training (OJT)

Similar Tools/Terms

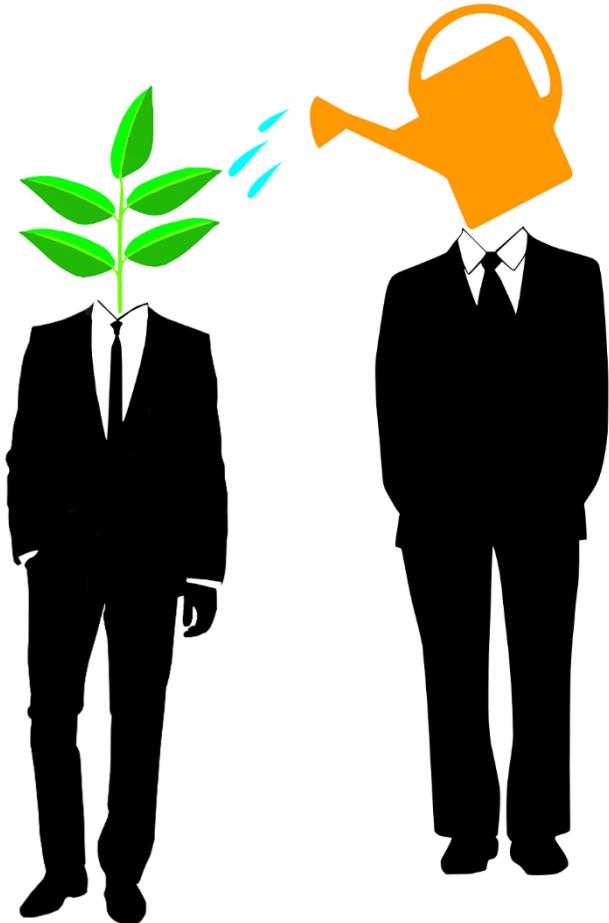
- Learn by doing
- Job Instruction Training (JIT)

Use Cases

- Onboarding
- Apprenticeship/Internship
- Job Rotation
- Mentoring

Advantages/Disadvantages

- Requires active supervision
- Dependent on knowledge, skills, and expertise of SME
- Inconsistent training environment
- What is your mistake tolerance?
- **70:20:10**



Every Day Learning (EDL)

Similar Tools/Terms

- Active Training

Use Cases

- Penetration Testing & Red Teaming
- Benign Spear Phishing campaigns
- OPSEC Posters

Advantages/Disadvantages

- Defining success metrics can be difficult
- Apply a consistent standard
- Provide timely after action reviews, lessons learned, remedial training, and/or rewards
- **70:20:10**



The National Initiative for Cybersecurity Education

Cybersecurity Workforce Framework

NIST Special Publication 800-181

FRAMEWORK

This publication serves as a fundamental reference to support a workforce capable of meeting an organization's cybersecurity needs. The NICE Framework supports consistent organizational and sector communication for cybersecurity education, training, and workforce development.

DEVELOPMENT PROCESS

The National Initiative for Cybersecurity Education (NICE) Framework improves communication about how to identify, recruit, develop, and retain cybersecurity talent. It is a resource from which organizations or sectors can develop additional publications or tools that meet their needs to define or provide guidance on different aspects of workforce development, planning, training, and education.

- 1 Collected and analyzed reference materials (reports, briefings, job task analyses, etc.) from across the government related to workforce constructs.
Some of the reviewed resources include:
Office of Personnel Management's occupational standards (OPM, 2010), Job descriptions from the Department of Labor's O*NET database (2010), DoD 8570.01-M Information Assurance Workforce Improvement Program (DoD, 2010), DoD Cyber Workforce Framework, Joint Cyberspace Training and Education Standards (JCT&CS), DoD Counterintelligence in Cyberspace Training and Professional Development Plan, Federal Cybersecurity Workforce Transformation Working Group Report on Cybersecurity Competencies
- 2 Refined existing definitions of cybersecurity specialty areas based on collected information
- 3 Conducted focus groups with subject matter experts (SMEs) to identify and define specialty areas not noted in previous versions of the Framework (e.g., Cybersecurity Management and Language Analysis)
- 4 Conducted focus groups to shape category, specialty area, and work role definitions and align and review tasks and KSAs for each work role
- 5 Identified, collected, and wrote new tasks and KSAs, where appropriate
- 6 Refined Framework as necessary through workshops, meetings, and stakeholder input (ongoing)

CYBERSECURITY WORK CATEGORIES



WHAT IS THE CYBERSECURITY WORKFORCE?

A workforce with work roles that have an impact on an organization's ability to protect its data, systems, and operations.

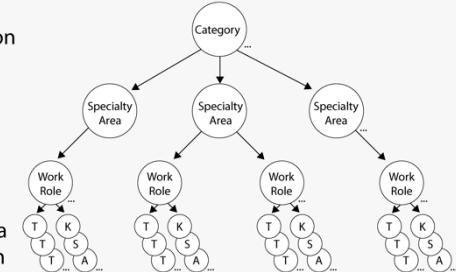
CATEGORIES: A high-level grouping of common cybersecurity functions

SPECIALTY AREAS: Represent an area of concentrated work, or function, within cybersecurity and related work

WORK ROLES: The most detailed groupings of cybersecurity and related work, which include a list of attributes required to perform that role in the form of a list of knowledge, skills, and abilities (KSAs) and a list of tasks performed in that role

TASKS: Specific work activities that could be assigned to an individual working in one of the NICE Framework's Work Roles

KSAs: Attributes required to perform Tasks, generally demonstrated through relevant experience or performance-based education and training



BUILDING BLOCKS FOR A CAPABLE AND READY CYBERSECURITY WORKFORCE

The NICE Framework provides employers, current and future cybersecurity workers, training and certification providers, education providers, and technology providers with a national standard for organizing the way we define and talk about cybersecurity work, and what is required to do that work.



‘Sample’ NICE Roles

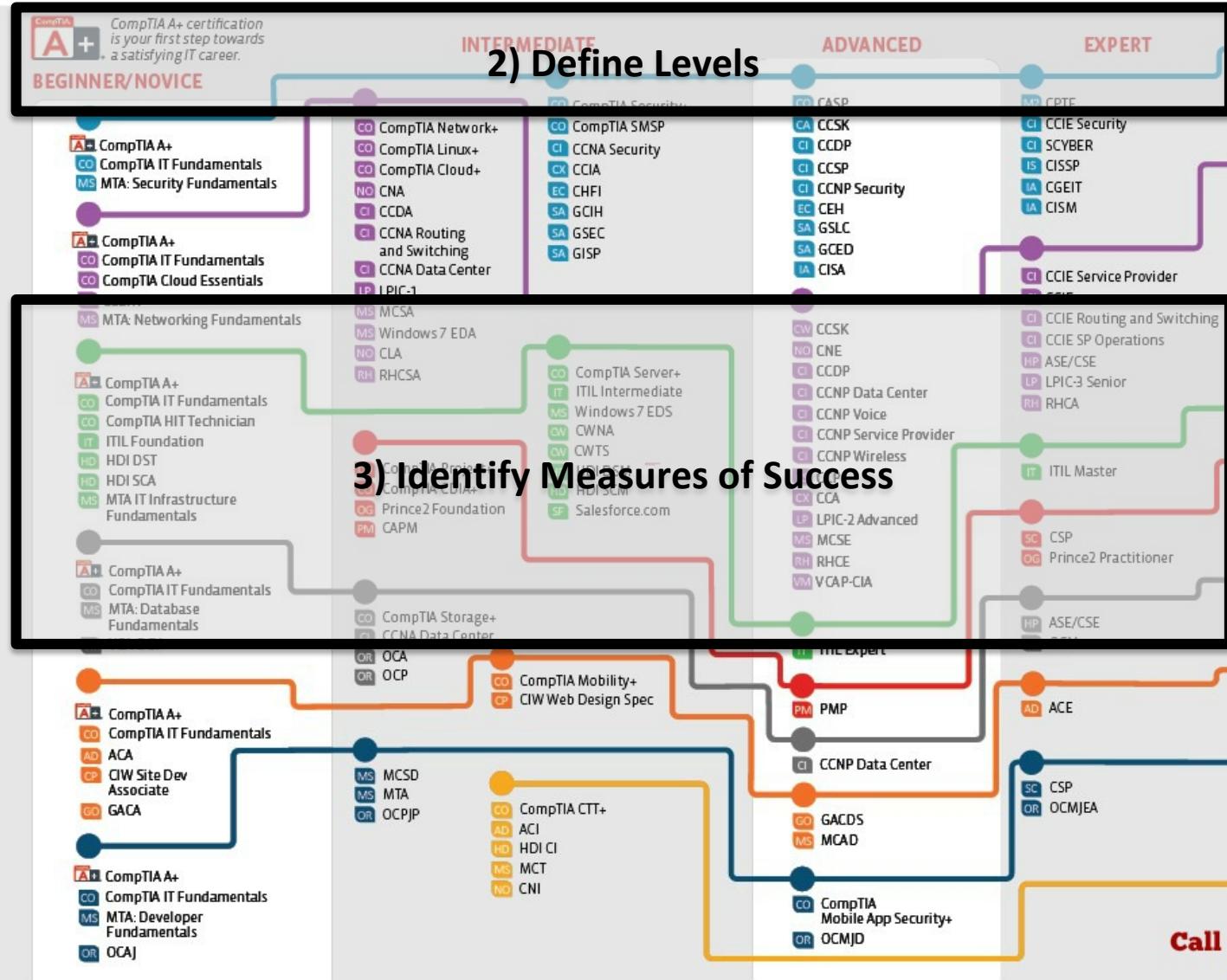
<https://niccs.us-cert.gov/nice-cybersecurity-workforce-framework-work-roles>

Category (7)	Specialty Area (33)	Work Role (52)
Securely Provision	Risk Management	Authorizing Official
		Security Control Assessor
	Systems Architecture	Enterprise Architect
		Security Architect
Operate and Maintain	Database Administration	Database Administrator
		Data Analyst
	Network Services	Network Operations Specialist
	Systems Administration	System Administrator
Oversee and Govern	Executive Cyber Leadership	Executive Cyber Leadership
	Acquisition and Program/ Project Management	Program Manager
		IT Project Manager

IT Certification Roadmap

Explore the possibilities with the CompTIA Interactive IT Roadmap at:
CompTIA.org/CertsRoadmap

Certifications validate expertise in your chosen career.



CompTIA
ATG Learning

Information Security

Network and Cloud Technologies

Hardware, Services and Infrastructure

1) Define IT Management and Roles

Storage and Data

Web and Mobile

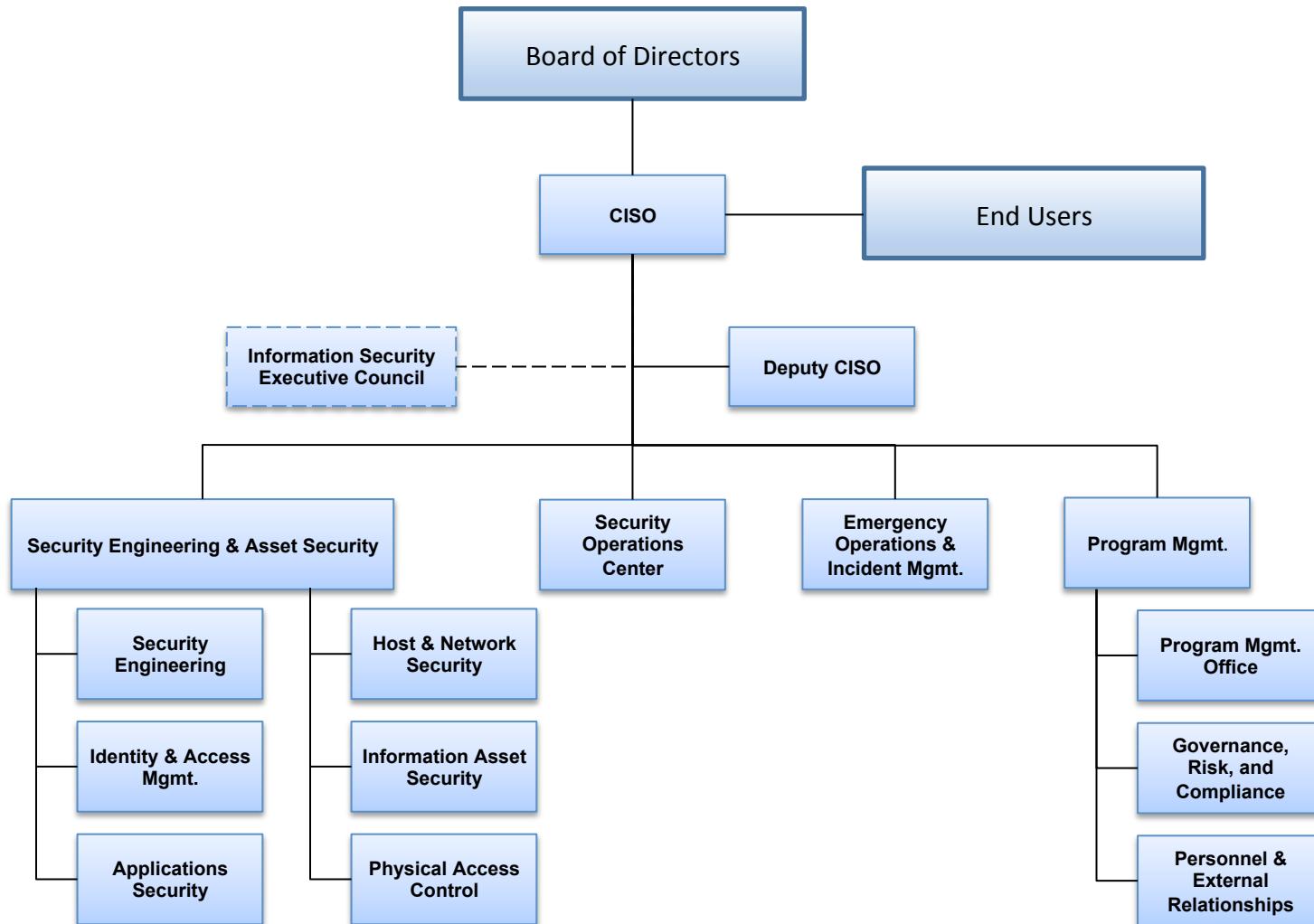
Software Development

Training

Call us to get started on
your dream IT job!
www.atglearning.com
888-862-3784

For those considering a career in IT, begin with **CompTIA IT Fundamentals** to see if a career in IT is a good fit.

Example Security Organization



Source: Structuring the CISO Organization
https://resources.sei.cmu.edu/asset_files/TechnicalNote/2015_004_001_446198.pdf

Training by Target Group

Training is most effective when it is targeted to a particular group (WIIFM)

Board of Directors, & C-Suite	<ul style="list-style-type: none">• Spear phishing/ whaling	<ul style="list-style-type: none">• Formal Education• Internal Org & Ops• Risk Management• Crisis Communications• Industry Compliance	<ul style="list-style-type: none">• Professional Associations• Informal Training (e.g. Podcasts)	<ul style="list-style-type: none">• Securing mobile• Acceptable use• IA Awareness• Phishing Awareness• Social Engineering
Senior Leaders & Managers	<ul style="list-style-type: none">• Leadership• Project mgmt	<ul style="list-style-type: none">• Industry certs• Best practices• Insider threat		
Administrators/ Developers		<ul style="list-style-type: none">• Auth & Access• Vuln & Patch mgmt• Configuration mgmt• Change mgmt• Tools & OS• Conferences/Workshops		
End Users				

STOPTHINKCONNECT.ORG

General Tips & Advice (English)

Practice good online safety habits with these tips and advice.

Keep a Clean Machine

Protect Your Personal Information

- Lock down your login:** Fortify your online accounts by enabling the strongest authentication tools available, such as security keys or a unique one-time code through an app on your mobile device. Your usernames and passwords are critical to protect key accounts like email, banking and social media.
- Make your password a sentence:** A strong password is a sentence that is at least 12 characters long. Focus on using sentences or phrases that you like to think about and are easy to remember (for example, "I love country music."). You can even use spaces!
- Unique account, unique password:** Having separate passwords for every account helps to thwart cybercriminals. At a minimum, separate your work and personal accounts and make sure that your critical accounts have the strongest passwords.
- Write it down and keep it safe:** Everyone can forget a password. Keep a list that's stored in a safe, secure place away from your computer. You can alternatively use a service like a password manager to keep track of your passwords.

Connect With Care

Be Web Wise

Be a Good Online Citizen

Own Your Online Presence

STOP | THINK | CONNECT®

Keeping the web a safer place for everyone.

About | Contact

Home | Tips & Advice | Campaigns | Resources | Research & Surveys | Blog | Get Involved

Blog

Help! My IT Employee Went Rogue
August 01, 2018
Guest Author
Sketch Threat offers tips and advice for businesses on how to protect and recover from a rogue IT employee with access to internal systems.
[Tips & Advice](#), [Research](#)

Child Identity Theft
June 20, 2018
Guest Author
Unfortunately, a child's personal information is particularly susceptible to criminals looking to steal an identity. Although nothing can entirely prevent identity theft, a secure device and a little awareness can go a long way.
[Tips & Advice](#)

#ChatSTC Twitter Chat: May the Cyber Force Be With You
May 04, 2018
Danielle Taylor, Digital Media Coordinator, National Cyber Security Alliance
May 4 is Star Wars Day, and @STOPTHINKCONNECT is celebrating with a Twitter chat. We'll share best practices for dealing with the most common cyber threats. Join this discussion, featuring the Identity Theft Resource Center and other experts, to learn how you can fight the Dark Side of the web and use the Force of good cyber habits.

#ChatSTC Twitter Chat: Now Matters – How Are You Fighting Cyber Threats?
April 17, 2018

Latest Posts

[Help! My IT Employee Went Rogue](#)
[Child Identity Theft](#)
[#ChatSTC Twitter Chat: May the Cyber Force Be With You](#)
[#ChatSTC Twitter Chat: Now Matters – How Are You Fighting Cyber Threats?](#)
[#ChatSTC Twitter Chat: Protect Your Identity With a Digital Spring Cleaning](#)
[Data Privacy Is Crucial for the LGBT Community](#)
[Laugh and Learn: A More Private Tomorrow, Tomorrow](#)
[#ChatSTC Twitter Chat: Promote a Better Internet This Safer Internet Day](#)
[Sharing While Caring – Protecting Your Digital Self](#)
[Three Things Businesses Can Do to Protect Data Privacy](#)

Tags

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ONGUARDONLINE.GOV

Hijacked Computer: What to Do



OnGuardOnline

Tips to help you stay safe and secure online

Share This Page



Check out the FTC's free online security tips and resources, and share with your friends, family, coworkers, and community.

- [Online Security Tips](#)
- [For Educators & Parents](#)
- [Videos & Games](#)
- [Ways to Share](#)

Online Security Tips

Learn how to [protect your personal information and devices online and on-the-go](#).

Computer Security

Watch this video for tips to help you [secure your computer](#) and protect yourself from hackers, scammers, and identity thieves.



Public Wi-Fi Networks

Wi-Fi hotspots — like the ones in coffee shops, airports, and hotels — are convenient, but they often aren't secure. Use these tips to help protect your personal information.



ISASE.DIS.A.MIL

Cybersecurity Online Training

The screenshot shows the homepage of the Cyber Awareness Challenge 2018. The main title "CyberAwareness Challenge" is prominently displayed in large white letters against a dark blue background. Below the title, there are several checkmarks and text labels: "SITUATIONAL AWARENESS", "COMPUTER USE", "SOCIAL NETWORKING", "MOBILE COMPUTING", "CHECK EMAIL", and "REMOVABLE MEDIA". To the right of the main image, a text box contains the following information:

Cyber Awareness Challenge 2018
is now available. This training replaces the previous Cyber Awareness Challenge version 4.0 dated October 2016. Training certificates are now downloaded, rather than requiring a printer. [Launch Training](#)

Below the main image, there is a navigation bar with arrows and page numbers (1, 2, 3, 4, >).

Please visit the [Online Training Catalog page](#) to see our entire training products list, to launch the training, and to order the products on CD-ROM. This area contains Cybersecurity Awareness Training, Cybersecurity Training for IT Managers, Cybersecurity Training for Cybersecurity Professionals, Cybersecurity Technical Training, NetOps Training, Cyber Law Awareness, and Cyber Tools Training available online.

Top Online Trainings!



Cyber Awareness Challenge 2018
October 2017



Mission Assurance for Senior Leaders
Version 1.0
March 2014



DoD Authorizing Official (AO)
Version 1.1
March 2018
Content date June 2015



DoD Mobile Devices
Version 1.1
July 2017



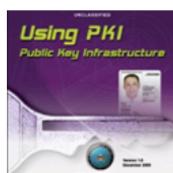
Social Networking
Version 2.1
Jul 2017



Phishing Awareness
Version 3.1
Jul 2017
Content Date March 2012



Personally Identifiable Information (PII)
Version 2.0
March 2013

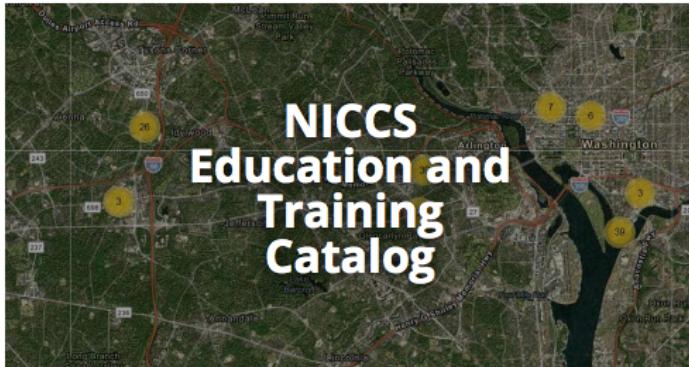


Using PKI
Public Key Infrastructure
Version 1.0
December 2009

NICCS.US-CERT.GOV

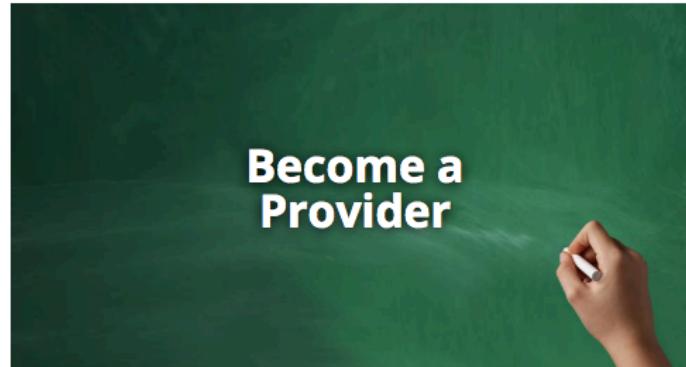
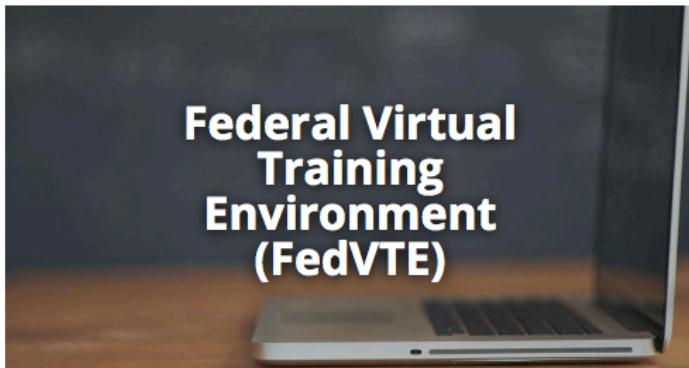
National Initiative for Cybersecurity Careers and Studies

Training



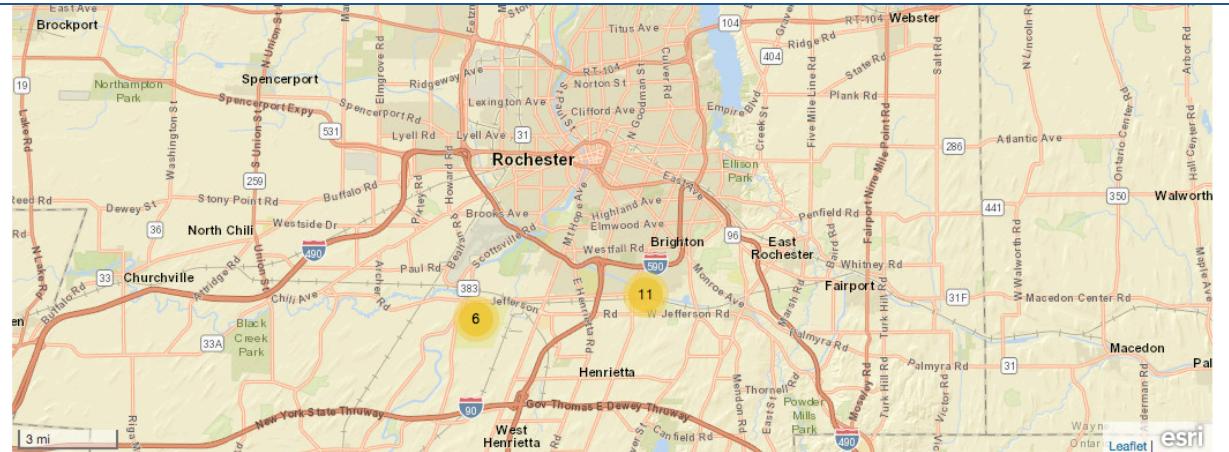
**NICCS
Education and
Training
Catalog**

**Become a
Provider**



**Veterans:
Launch a New
Cybersecurity
Career**





Courses may be delivered at an alternate location.

▼ Your Location ⬤ Providers ⬤ Courses ⬤ Course and Provider Quantity

Sample NICCS Training Catalog Search

Search Courses

Keyword

Location

Distance

Specialty Area

Choose Specialty Area(s)

Provider

Choose Provider(s)

Proficiency Level

Choose Proficiency Level(s)

Available Delivery Methods

- Classroom
- Online, Instructor-Led
- Online, Self-Paced

🏛 National CAE Designated Institution

Search

Reset

Show 20 Per Page ▾

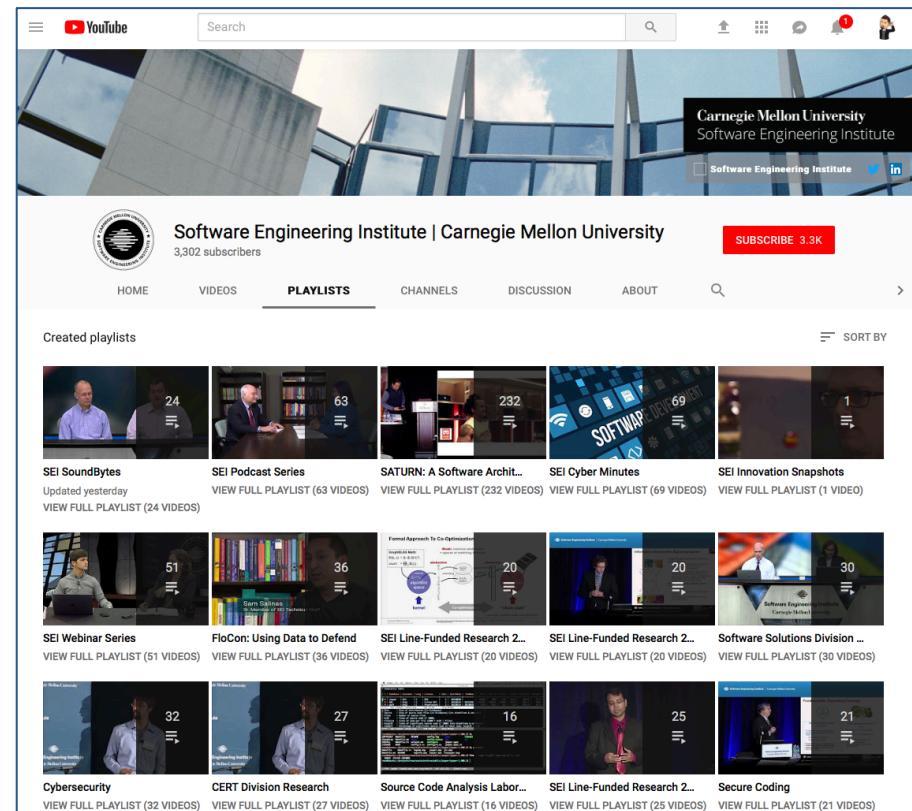
Displaying 1 - 15 of 15 Courses

Course Name	Provider	Location	Delivery Method
(CFR) CyberSec First Responder: Threat Detection and Response (Exam CFR-210)	Logical Operations	Rochester NY	Classroom, Online, Instructor-Led
⭐ Advanced Computer Forensics	Rochester Institute of Technology	Rochester NY	Classroom, Online, Instructor-Led
CompTIA A+: A Comprehensive Approach (Exams 220-801 and 220-802)	Logical Operations	Rochester NY	Classroom, Online, Instructor-Led



Stay Informed

- Podcasts (e.g. [GovInfoSecurity](#), [SecurityNow](#))
- Webinars & Videos (e.g. <https://www.youtube.com/user/TheSEICMU>)
 - Internal?
- Blogs (e.g. [Krebs](#), [Schneier](#), [Tao Security](#))
- Twitter (e.g. Vendors, @NHISAC, @CYBER, @THEHACKERSNEWS)
- Memberships
 - [ISSA](#)
 - [OWASP](#)
 - [ISACA](#)
 - [\(ISC\)²](#)
 - [IEEE](#)
 - [ACM](#)
 - [InfraGard](#)



More YouTube Channels

- IT Free Training, <http://www.youtube.com/user/itfreetraining>
- itTaster, <http://www.youtube.com/user/ittaster>
- Professor Messer, <https://www.youtube.com/user/professormesser>
- StormWindLive, <https://www.youtube.com/user/StormWindLive>
- Eli the Computer Guy, <https://www.youtube.com/user/elithecomputerguy>
- Microsoft Support Videos, <https://www.youtube.com/user/MicrosoftCSSVideo>
- DansCourses, <http://www.youtube.com/user/danscourses>
- InfoSec Institute Training, <https://www.youtube.com/user/InfoSecInstitute>
- Software Engineering Institute, <https://www.youtube.com/user/TheSEICMU>
- Hak5 (<https://hak5.org>), <https://www.youtube.com/user/Hak5Darren>

EY's Metro Email Service (video)



#1 - "EY's Metro Email Service" - Produced by Cohn Creative Group for EY

What did we learn?

- Key takeaway presented on the screen:
Don't trust just anyone with client data. Use approved applications.
- Risk associated with sending work from untrusted home machine to work
 - **Disabled Protections**
 - **Virus**
 - **Lost privacy**
- How email works?
 - Kinda

Contact Information

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CERT Cyber Workforce Development

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dallen@cert.org

