

## Security Boot Camp

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## What you will learn

The internet seems without boundaries, it's essential for our work and it reaches nearly every corner of the planet. It is a great tool.

But the internet has its dark corners.

In this training you will learn what the internet is, how it functions and what you have to watch out for to move security.



Foto © Serge Droz, Kara-Kum Desert, Turkmenistan

## Program

1. Introduction
2. Basic functioning of the Internet
3. Illicit use of the internet
4. Best practices for a safe experience
5. If things go wrong: Incident response



Security Roadmap, Version 0.1, © FIRST 2010

## What is FIRST?

- Association of 420 incident response teams in 86 countries.
- **Improve incident response by:**
  1. Making sure members can find help during an incident within our global community
  2. Ensure the teams "speak the same language" (have a similar understanding of the world)
  3. Make sure they can focus on decision making and have access to tools to do the difficult work
  4. Ensure stakeholders understand what our members do, and why it is important

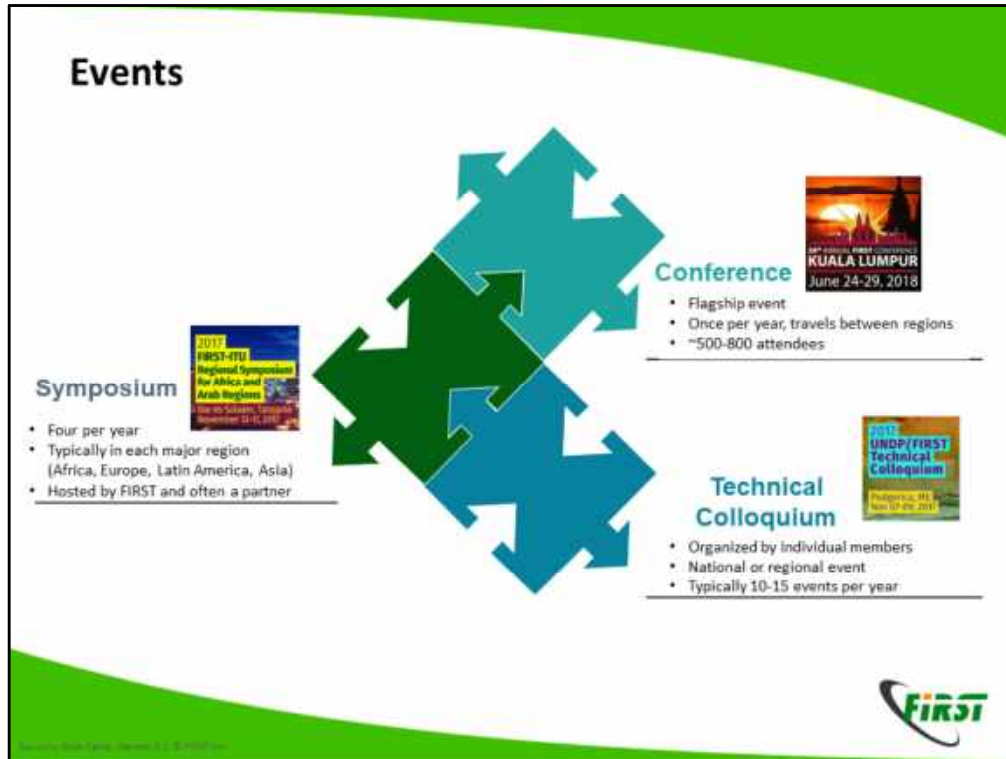


Security Research, Inc. 2009-10-15 10:00 AM



Note to Presenter: You can obtain the latest map / stats here -  
<http://www.first.org/members/map>

Today, FIRST is comprised of over 300 members in 70 countries.



FIRST organizes three types of events annually: the conference, up to four symposia, which are typically regional, and many TC's, which are organized by individual members.

## Global events 2017-2018



FIRST activity across the world: Training classes TC's and Symposia Annual conference 2017,





## Training and education

- FIRST maintains a **CSIRT and PSIRT Services Framework**
  - Details all services typically offered by CSIRT
  - Offers a roadmap and guide for CSIRT as they expand capability
- FIRST **develops training** for individual services
  - CSIRT Fundamentals, Incident Coordination, Information Sources
  - All materials are Creative Commons licensed and available for free
- FIRST **delivers training** with partners and at events
  - Roster of trainer-practitioners



## Other Players

FIRST primarily addresses incident responders. There are other organizations which have similar goals but different stakeholders. FIRST partners with many of those.

Noteworthy are:

- APWG is the international coalition unifying the global response to cybercrime across industry, government and law-enforcement sectors and NGO communities.
- M3AAWG: The Messaging, Malware and Mobile Anti-Abuse Working Group (M<sup>3</sup>AAWG) is where the industry comes together to work against bots, malware, spam, viruses, DoS attacks and other online exploitation.



Source: Stop.org, Version 1.0.0 (2007)

There are other organizations with a similar goal, but a different focus  
Antifishing Workign Group APWG, which runs [stop.think.connect](http://stop.think.connect)  
The Messaging, Malware and Mobile Anti-Abuse Working Group (M<sup>3</sup>AAWG)



<https://www.flickr.com/photos/psd/4389135567>

Introduction round: Rather than everyone saying his name we try to activate the group by asking them a few questions and have them move to either side of the room, depending on their answer. This visualizes answers and gets people talking.

Possible questions are:

- Do you read more than two-three articles on cybersecurity?
- **Who comes from a country with a national CSIRT? Yes/No/I don't know**
- Who thinks government have a role in cybersecurity?
- **Who thinks governments can solve most cybersecurity problems?**

## Security Quiz

- Have you ever been affected by a virus?
- Do you know what 2 factor authentication is?
- Do you use 2 factor authentication?
- Are your sure you commuters are up to date?
- All software on it?
- Do you know how many devices you have that connect to the internet?



Security Quiz Game, Version 0.1, © 2012

In a classroom situation ask people to group according to answers. In the Video training ask people to reflect about these question themselves.

## Answers

- Have you ever been affected by a virus?  
**A:** Chances are you have: In some countries nearly 50% of the devices are infected with some form of malware
- Do you know what 2 factor authentication is?  
**A:** @FA requires a second factor, besides a password, to authenticate to a service, e.g. a smart card, or a code sent by SMS. Thus a compromised password still does not let an attacker access your data.
- Do you use 2 factor authentication?  
**A:** You should: It's easy to use and available in nearly all services today, such as gmail etc.



## Answers

- Are you sure your computers are up to date?  
**A:** Enable auto update on all systems possible
- All software on it?  
**A:** Many vulnerabilities occur in Software, such as Word processors or web browsers. You will learn more about this, but make sure your software is up to date too.
- Do you know how many devices you have that connect to the internet?  
**A:** At a typical FIRST conference participants on average have about three devices with an IP address: Laptop, Phone, tablet, Photo cameras, ...



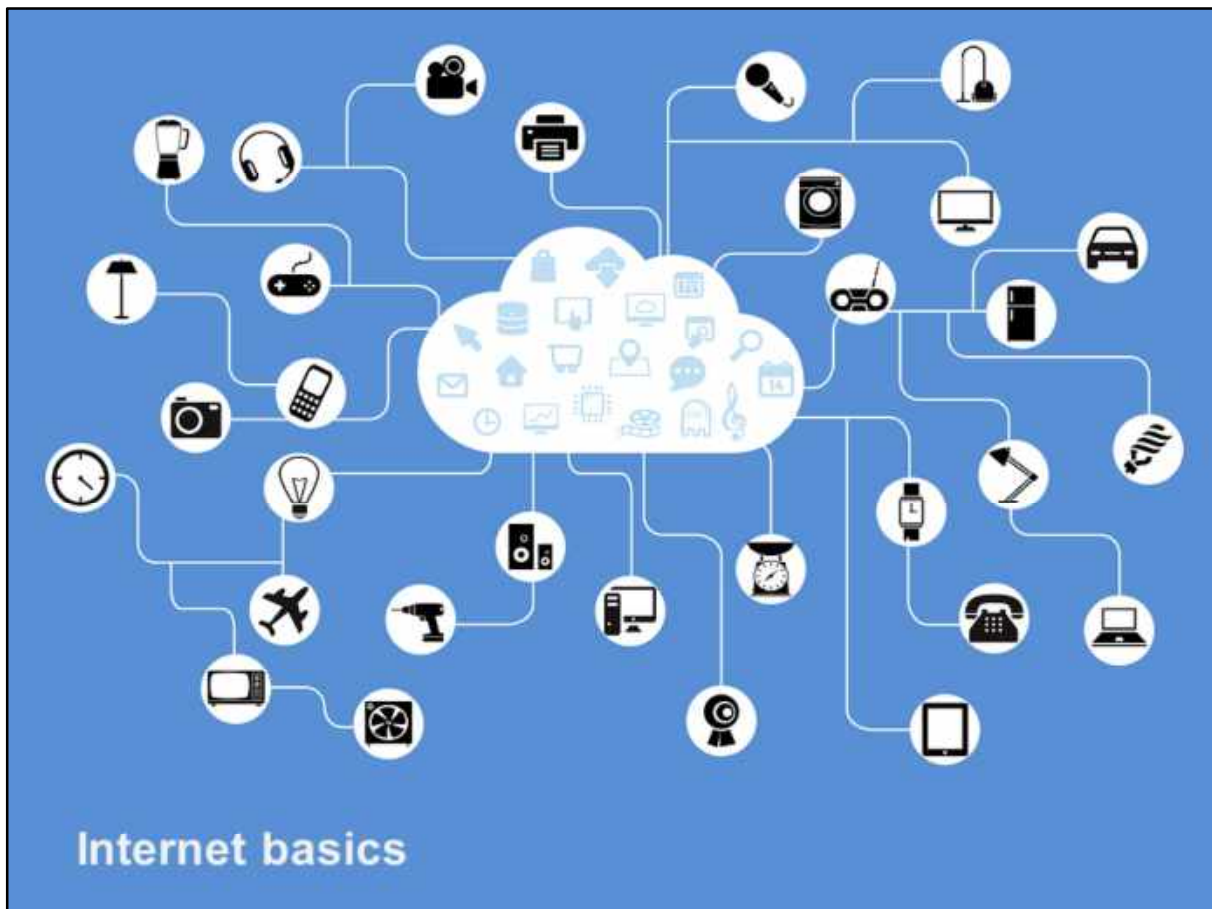


Image: CC0 <https://pixabay.com/en/network-iot-internet-of-things-782707/>



## Internet Address

IPv4: 32 bits 123.4.122.112 → 43 Billion addresses

IPv6: 128 bits 2a02:168c:581:10:74b3:96d3:c75f:45d3

→  $3.4 \times 10^{38}$



The basic addressing element in the internet is the, well, internet address. Most devices use IPv4 addresses, which have run out.

The IPv6, some times called new internet protocol, even though it about as old as the IPv4 protocol uses 128 bits, which allows for plenty of addresses. But this protocol, because it's a bit more complicated is not yet widely used.



## Internet Address-Ranges

123.4.122.112 = 01111011.00000100.01111010. 01110000

All addresses 123.4.122.\*

01111011.00000100.01111010.00000000 -> Last 8 bit = 0

$32-8 = 24$

CIDR notation 123.4.122.0/24 = 123.4.122.0 - 123.4.122.255



Security Road Camp, Version 0.1, © 2020

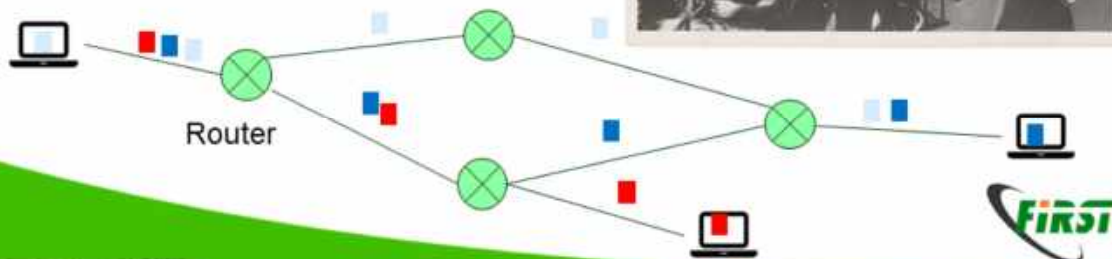
We often need to have more than just one address, namely a collection or network of addresses (e.g. all computers on this floor). For this we use the cidr notation. It's based on binary arithmetic and thus suitable for computers to work with.

## Connecting computers: Routing

**Telephony:** Switched routing: A fixed line is established between two endpoints

**Internet:** Packet routing

Data is split into packets and routed at the edges to the destination



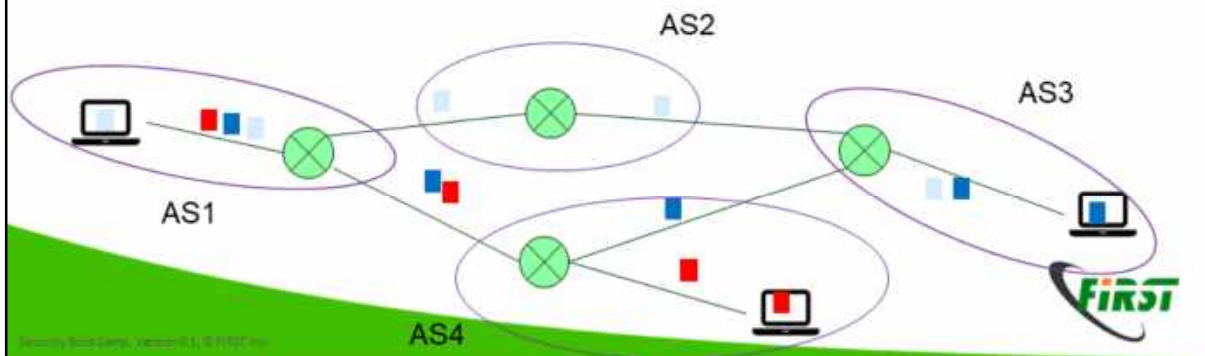
In classical telephony a standing connection is established between two endpoints. In the internet however information is separated into chunks (a few hundred bytes), called packets. These are transported to a router, a computer specialized in handling this packet. It contains huge tables for all internet addresses that tell him where to send it. Once he figures out which the next router is the packet is handed over, until it reaches its final destination. This is much more efficient then a switched network, as a connection does not tie up resources and endpoints can have many connections open at the same time. (Just send out packets to different destinations.

Note, that the reply does not necessarily need to travel the same way

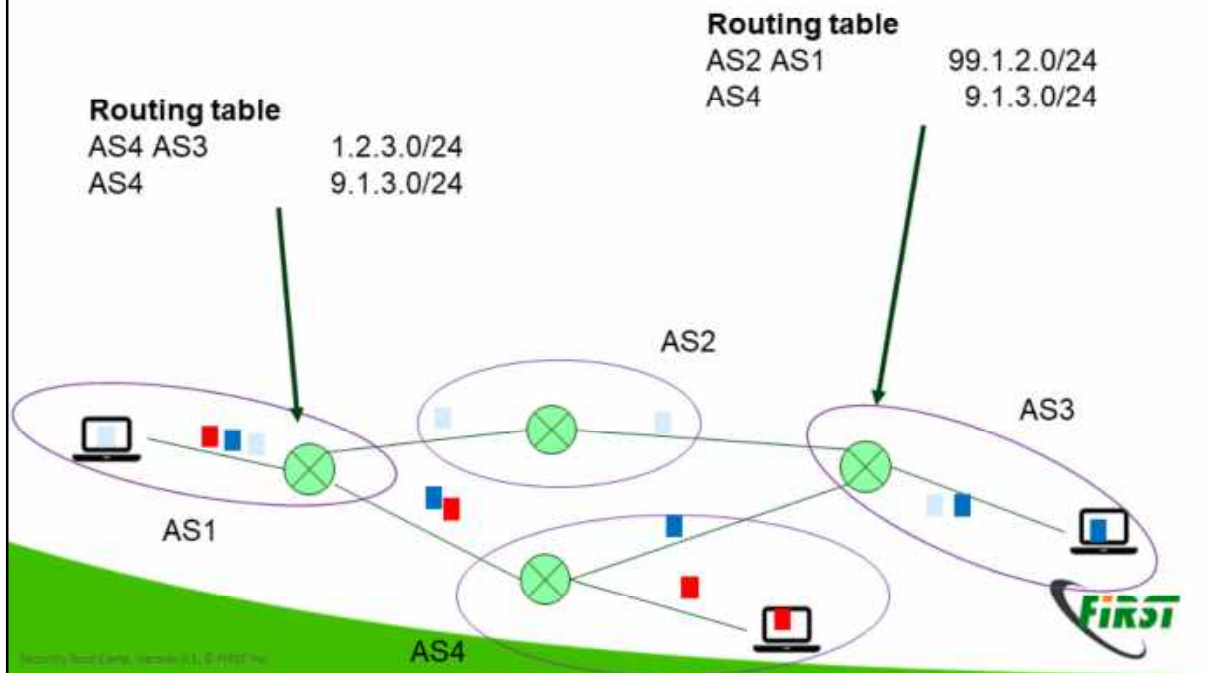
Copyright Foto: [The U.S. National Archives @ Flickr Commons](#)

## Autonomous systems

Organisations typically manage many address ranges. These are collected into so called autonomous systems (AS)



# Autonomous systems



Routers now which network knows how to pass info on the the destination IP  
 Routers advertise what info they know (This is called the border gateway protocol, BGP)  
 Autonomous systems can be very small or very big and are not tied to national borders,  
 but rather to companies like ISP or organisations, like the UN

## Some interesting AS

AS22723: United Nations

AS1: Level 3 Parent, LLC

AS48751: COLT -> Manages network for UN Geneva

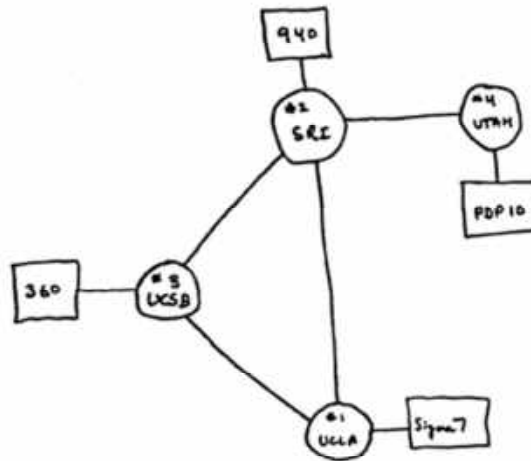
AS9092: Open Systems AG

.....



Security Road Camp, Version 0.1, © FIRST 2010

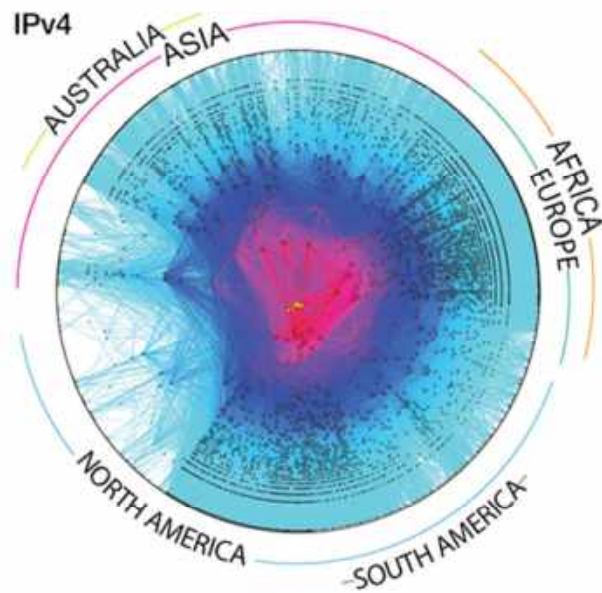
## Global Topology (1969)



Source: <https://www.darpa.mil/about-us/darpa-history-and-timeline?PP=2>



## Internet Topology (2017)



Source: [https://www.caida.org/research/topology/as\\_core\\_network/2015/](https://www.caida.org/research/topology/as_core_network/2015/)



Network Road Camp, November 2017, © FIRST





Think of an internet address as a street name. There might be different ways to get there and there are different places to go to.

Image: CC0 <https://pxhere.com/en/photo/86816>



## Protocols

The internet runs on the Internet Protocol

On top of this are different other protocols

**TCP:** Transmission Control Protocol

For stateful connections

**UDP:** User Datagram Protocol

For stateless connections

**ICMP:** The Internet Control Message Protocol

Control traffic



## Ports

UDP and TCP user ports think street numbers

Each connection is a tuple:

Source IP, Source Port, Destination IP, Destination Port



Where do I come from



Keeps track of connections



Where do I go to



What do I want



## **Example https:**

165.156.40.27:7550 -> 172.217.168.36:443

172.217.168.36: www.google.com

443: https

## **Others:**

25: smtp → Simple mail transfer protocol

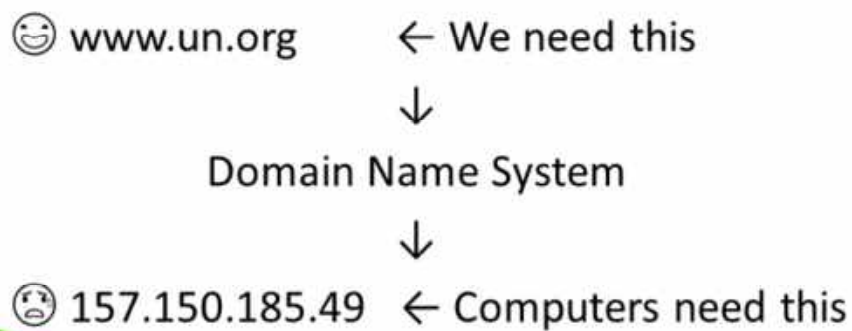
80: http (without the s for secure)



# DNS

Who can remember the IP from the last slide?

Right, no one!



The DNS is a global distributed hierarchical database. For each level there is a server responsible

# DNS

Root Servers	.	IANA
Toplevel Domains (TLD)	org.	Registries
Second level Domans	un.org.	.Org
Third level domain	www.un.org.	UN

Q: www.un.org ask Root server.

A: I don't know, but check Server for org. here

Q: www.un.org ask Org server.

A: I don't know, but check Server for un.org. here

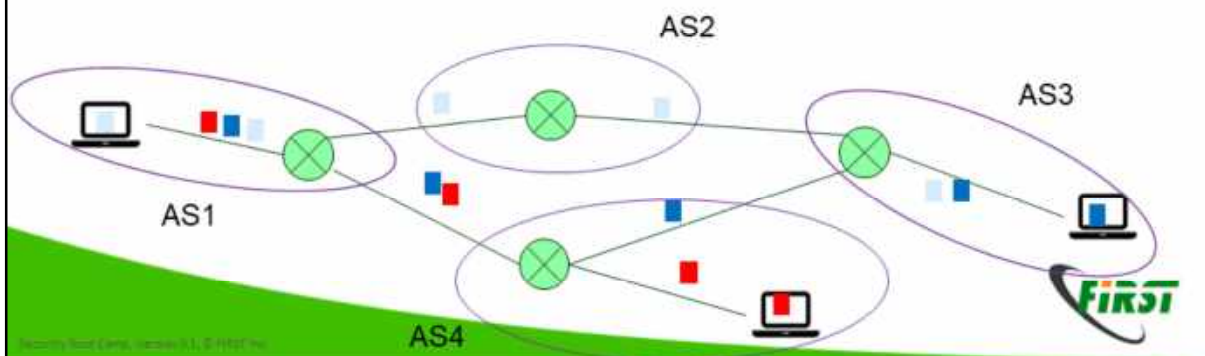
Q: www.un.org ask UN server.

A: Yep, that's 157.150.185.49



# Tunnels

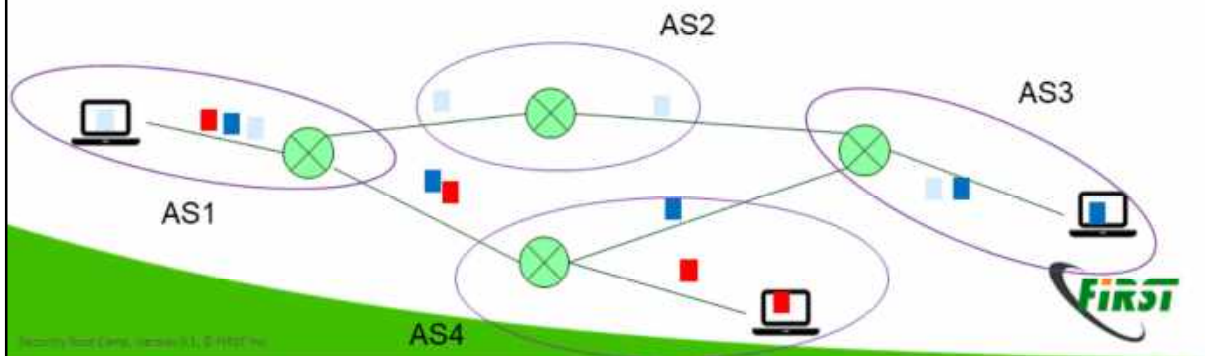
Do you see a problem here?



## Tunnels

Do you see a problem here?

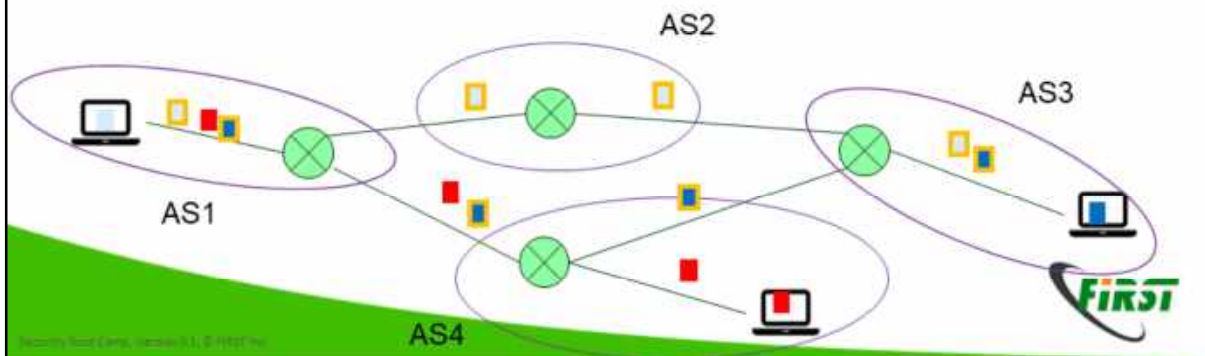
The intermediary could eavesdrop on the traffic!



## (one) Solution: VPNs

Encrypt traffic to specific destinations

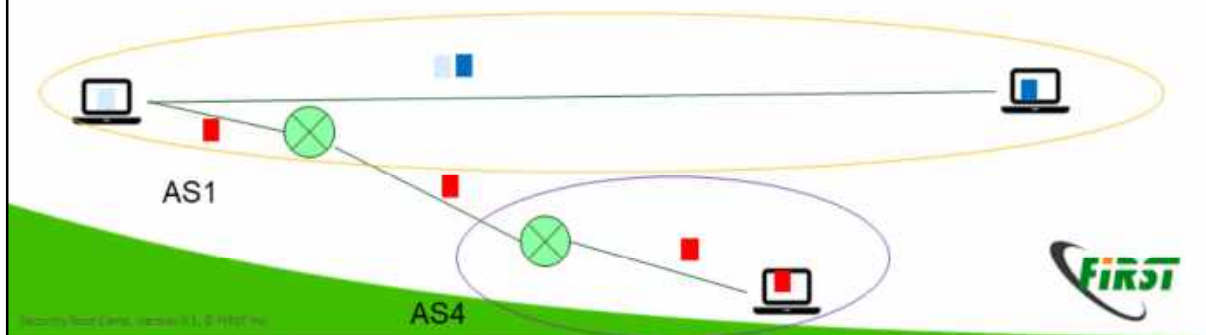
→ VPN: Virtual Private Network





## VPN Point of View

It looks as if all computers are in the same network



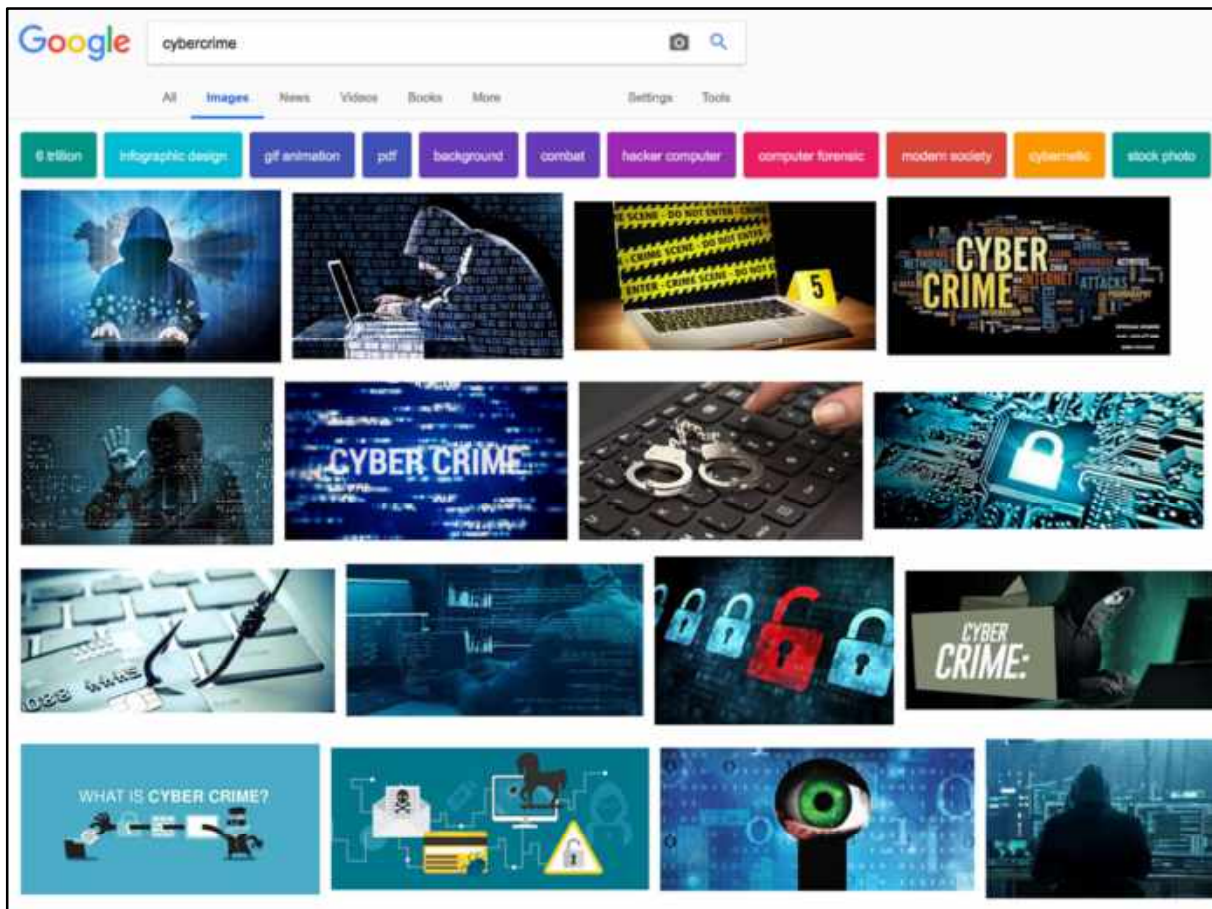
## The dark side of the net



 CC2.0 Diogo Rodrigues Gonçalves



## Actors & Tactics

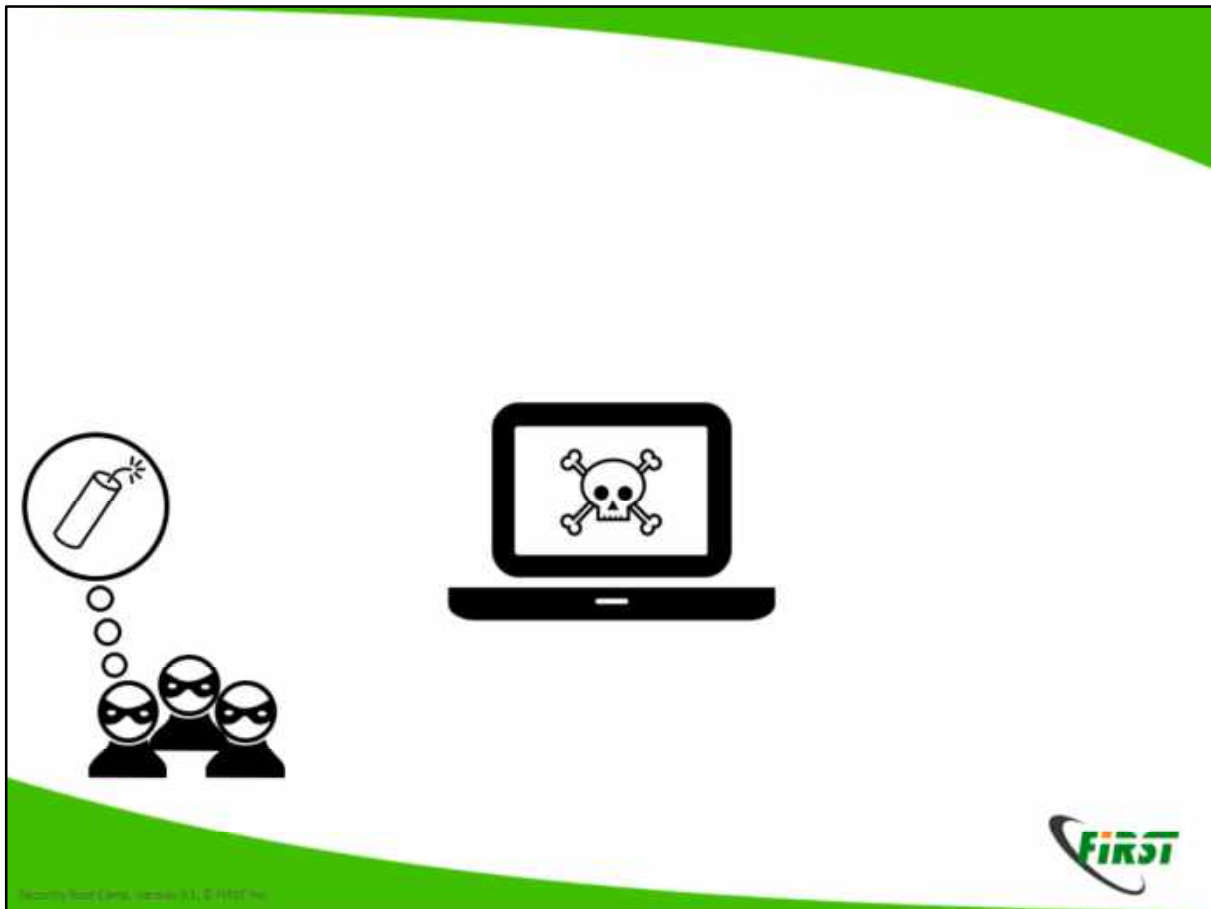


Cybercrime is a big word, Google finds a gazillion hits. But are the bad guys really wearing hoodies and bakkavas?

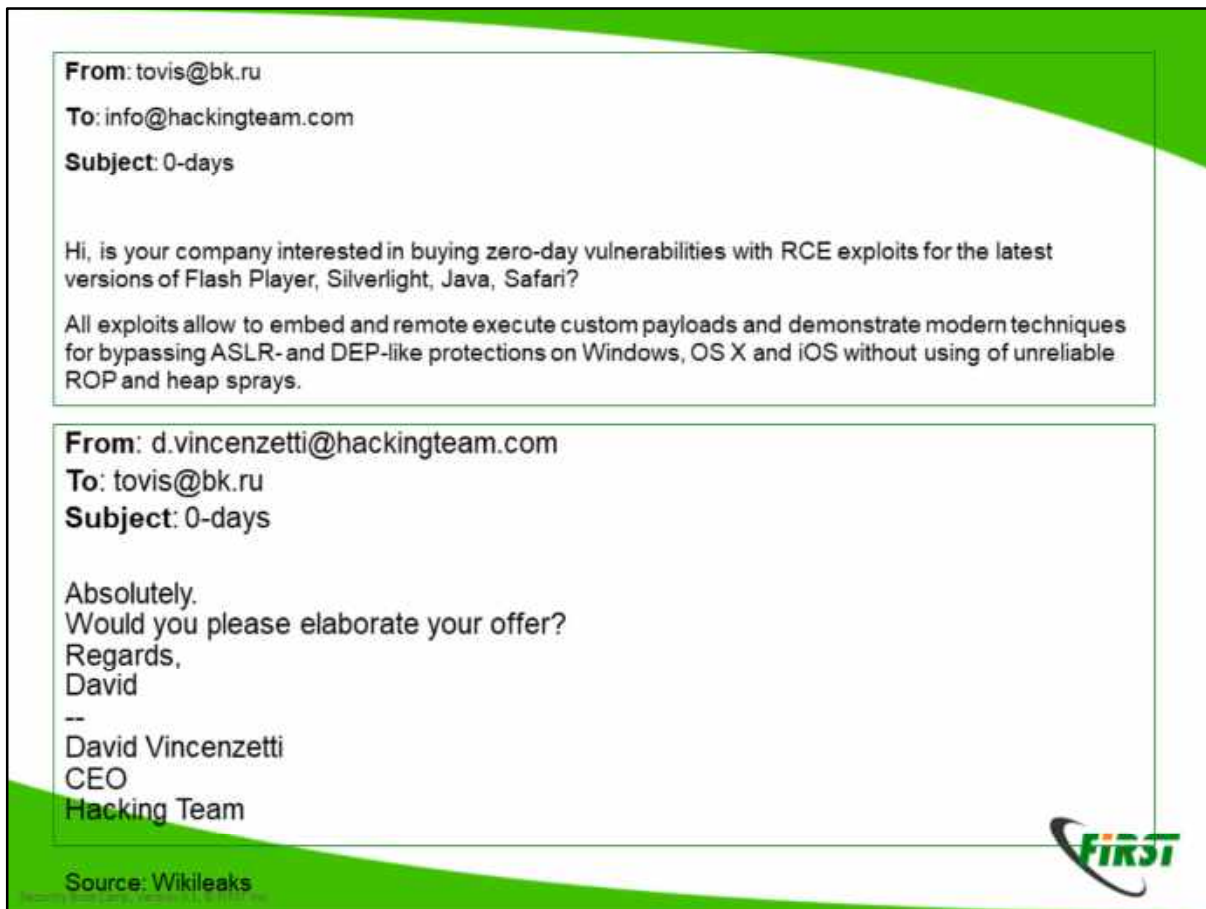
Do they steal punched credit cards? What the heck are they doing?



What are we talking about? This story begins, like so many in this game, with a hacked device. But what does it take to to hack this device? And why would you do this? Let's explore these questions briefly!



This you do with so called injects, all available in the under ground market.



Here is an example of how 0-days are traded. This is a shady Business with many plyers, most notably government players

OUR TAX DOLLARS AT WORK —

## FBI paid at least \$1.3M for zero-day to get into San Bernardino iPhone

FBI Director James Comey: "But it was, in my view, worth it."

CYRUS FARIVAR - 4/21/2016, 9:30 PM



James Comey, director of the FBI.



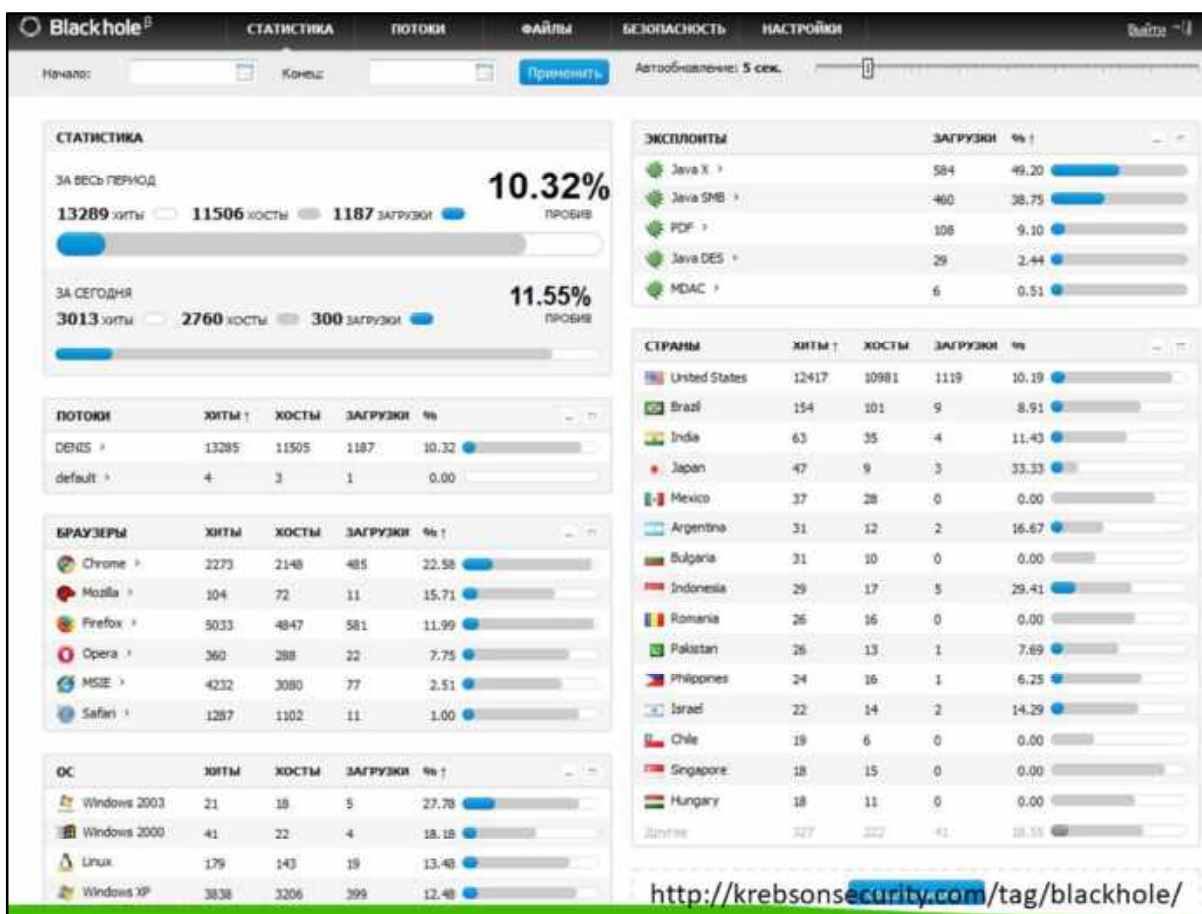
E.g. the FBI paid 1.3 Million dollars to read one phone. This is a fairly high price, typically the prices are around 250'000 \$

Older exploits (~ 6 mt – 1.5 years) go for a few thousand \$\$





So now you can exploit. You now need an infrastructure to deliver these to victim systems. This is a service, which goes under the name exploit kits.



Here an example: It comes with a GUI. You see where computers are hacked, which OS they run etc. Depending on the country you will deliver different malware (or rather you sell the hacked systems to some one else)



This is the author of the Blackhole kit.

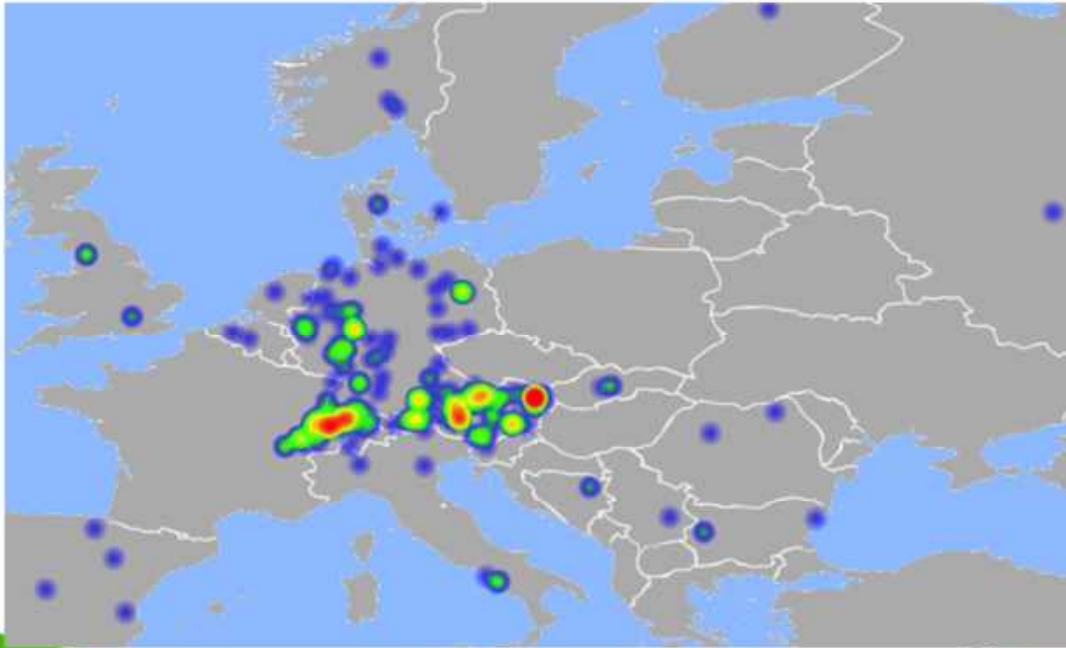


Now you can start installing malware, that is “viruses” Today they are frameworks that allow you to control the entries system



You configure these with GUIs too. These you can buy

## Regional Campaigns



Security Road Camp, November 2011, © FIRST Inc.

Old times: Author controled all, and had all security researchers at his neck  
Today they sell/rent and many different groups operate these.  
This is an example of Retefee, a banking trojan, which is mostly active in AT and CH



Finally you need to have software for your exact goal, kind of like an App. These are called injects

# Underground economy

Monday, 4 July 2011

Web Injects Zeus/Spyeye

Coder - mynetthebest

We sell already made webinjects for Zeus/Spyeye. We can develop webinjects to your needs if you provide logins for testing it. Injects can be made on for any country and any language if you provide details for it.

All injects are tested on accounts before selling. **We can do injects in different languages, depending on your needs (you have to provide the text for fields)**

Injects are sold encrypted and you can't modify them.

...

**EULA**

6.) **RESELL/SHARE IS NOT ALLOWED**



They come with an EULA

Question: How do you enforce this?

Answer: If violation is detected Code is submitted to Virus totla -> Next day AV cleans this out.

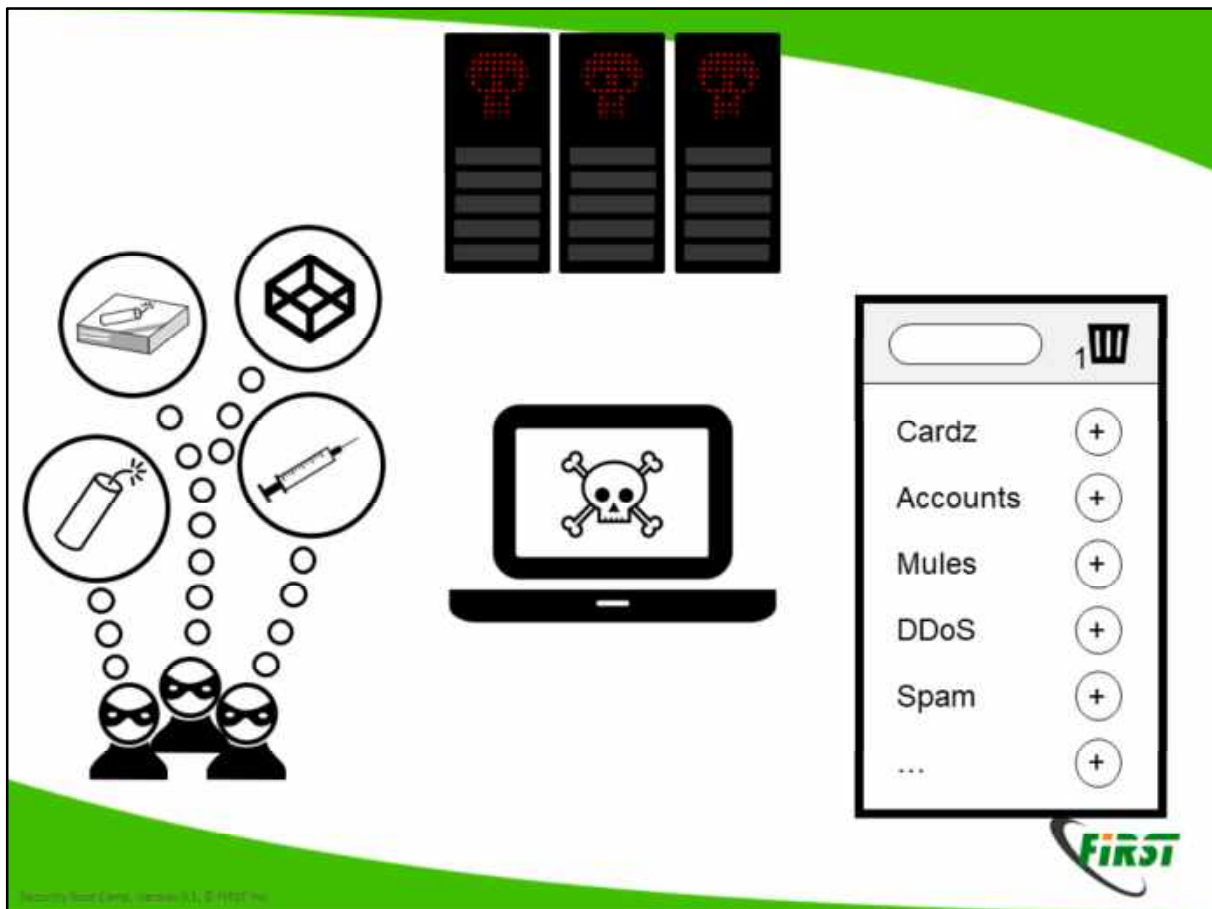




Now you need hosting infra. -> Bullet proof hosting



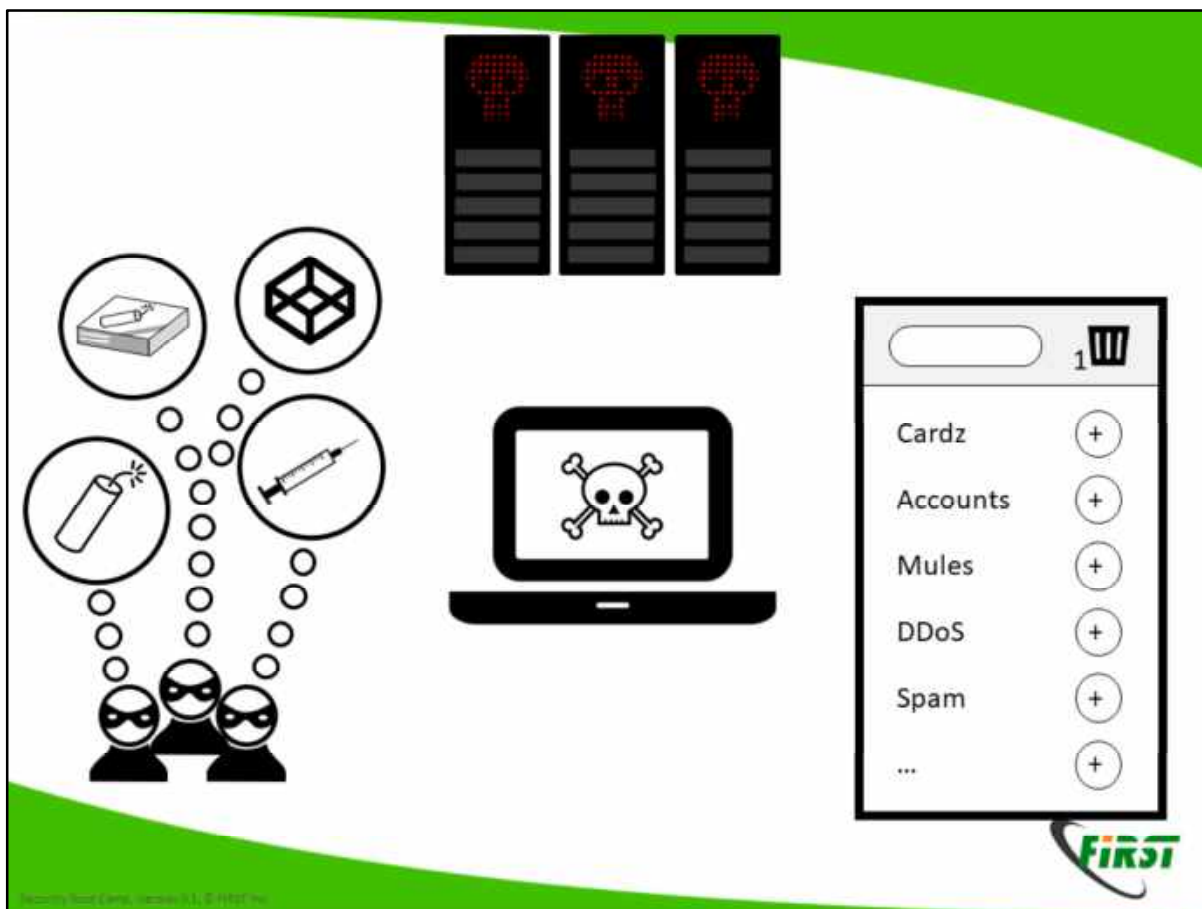
Bullet proof hosting.



Now all is in place and you can start doing bussines:

- Top Credit cards -> How much, do you think, does a fully working CC cost? Answer: USD 7, but 21 for CH CC Those are typically sold in batches of 100 or so on special undergorund markets (think amazon).
- Accounts, such as gmail, etc. Would you like more twitter folowwers? You can get them.





Now, if you buy these CCs you want to make them to money: Buy goods and sell them again. Don't do this yourself, use a mule.

# Gwapoo



DDoS as a Service for \$5

In NL students purchase this to avoid online exams (oder to your lap top -> WiFi congested, Exam off)

**The internet underground is service oriented market economy!**



Take home message





So these are criminals, but there is more.

Zeus and SpyEye: Hamza Bendelladj, 100 Million Betrug 2013, Happy hacker  
**GameOver Zeus: Eugeniy Bogachev, Kopfgeld 3 Millionen, -> Dyer**  
**Black Hole Exploit Kit, [Paunch](#) aka Dmitry E. Fedotov**





Since Snowden it should be clear to everybody that also governments have realized that the internet exists.

## 2003: Titan Rain

Attribution: China

Target: US / Defense  
Contractors



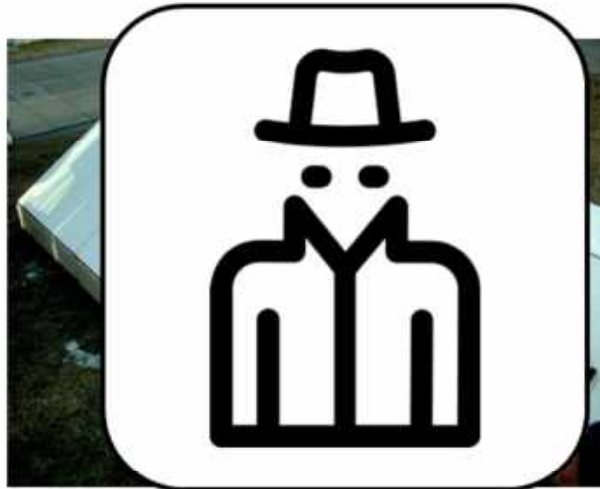
Security First Group, Inc. All rights reserved. © 2003

First known: Classic hacking: Titan rain, CN group steals software from US Army

## 2009: Aurora / Ghostnet

Attribution: China

Target: Tibetan  
Activists



Security Road Camp, Version 3.1, © FIRST 2010

Aurora: Angriff auf Google mit dem Ziel e-Mail Konten von Dissidenten zu hacken  
Ghostnet: Entdeckung bei den Leuten des Dalei Lamas aber nicht darauf beschränkt.

## 2013: Hangover

Attribution: Indien

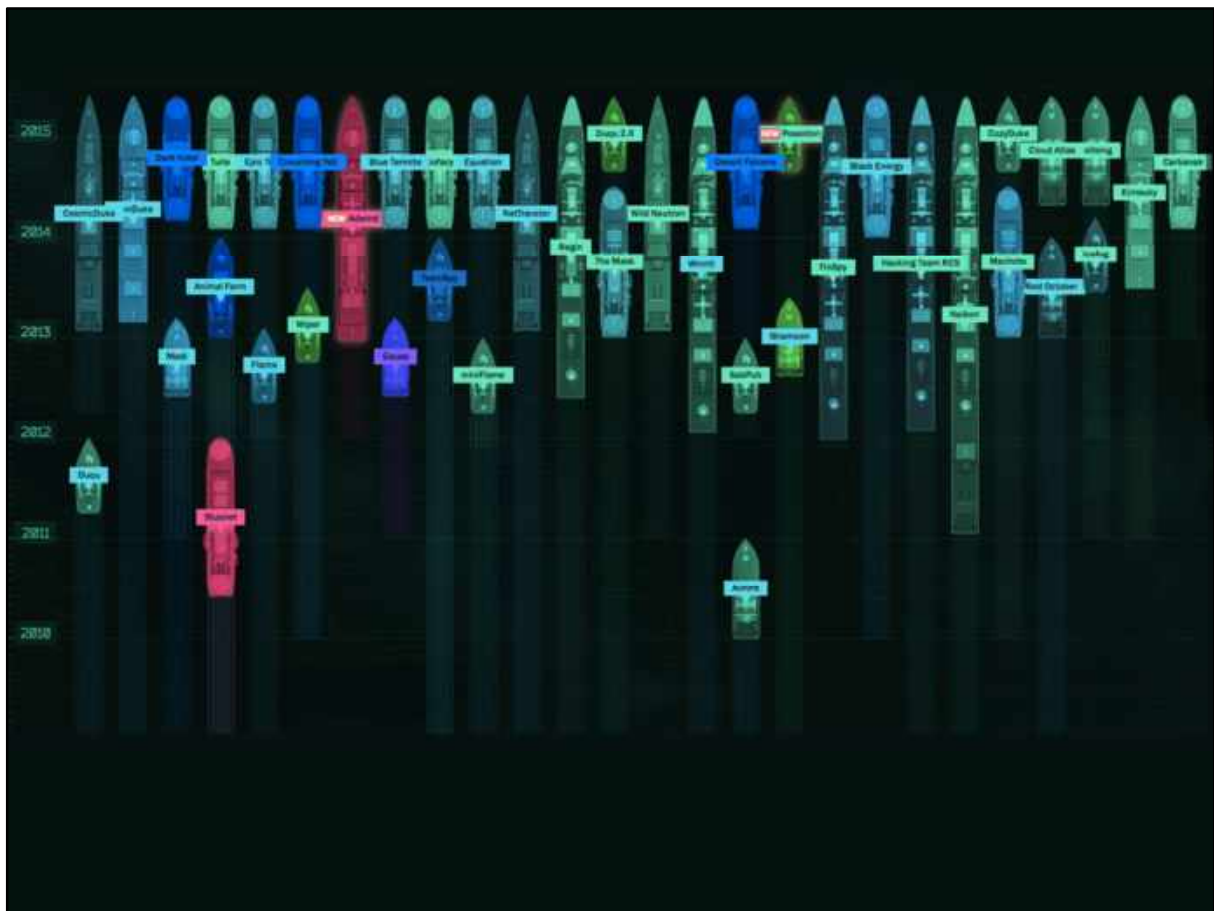
Target: Pakistan

Energy  
Telcos  
NGO

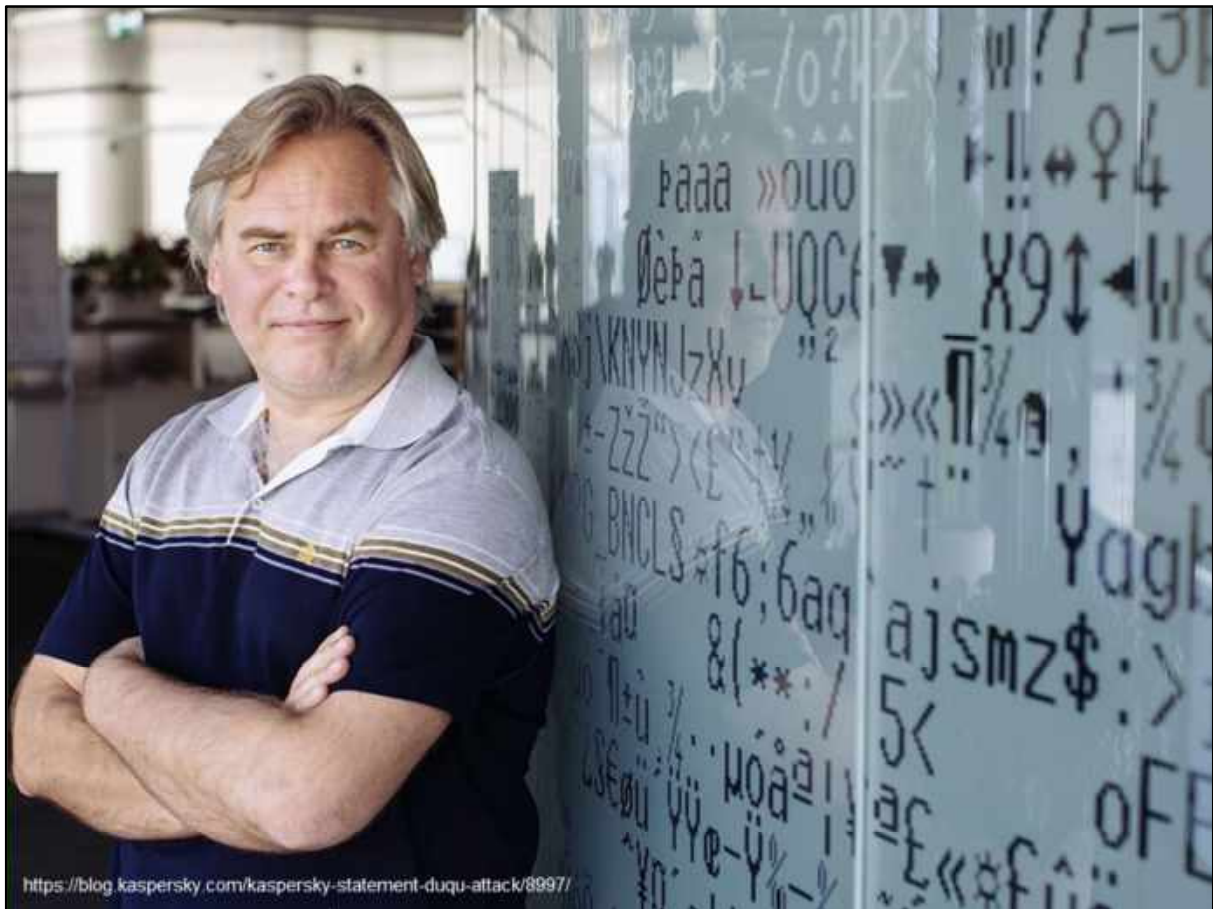


Security Road Camp, Version 3.1, © FIRST 2014

Why NGOs? This can be sold to interested parties.



APTs werden normalerweise Staaten zugeschrieben

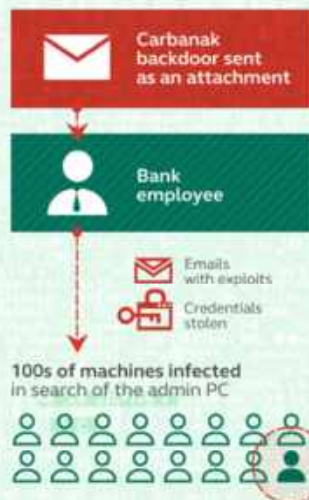


But Kaspersky was affected, and admitted it (Hats of for that). -> Hacked for 6 month by Duqu 2, the same Malware used to spy on the US-Iran negotiations in Lausanne

# How the Carbanak cybergang stole \$1bn

## A targeted attack on a bank

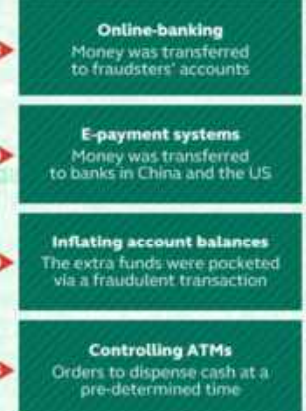
### 1. Infection



### 2. Harvesting Intelligence Intercepting the clerks' screens



### 3. Mimicking the staff How the money was stolen



© 2015 Kaspersky Lab

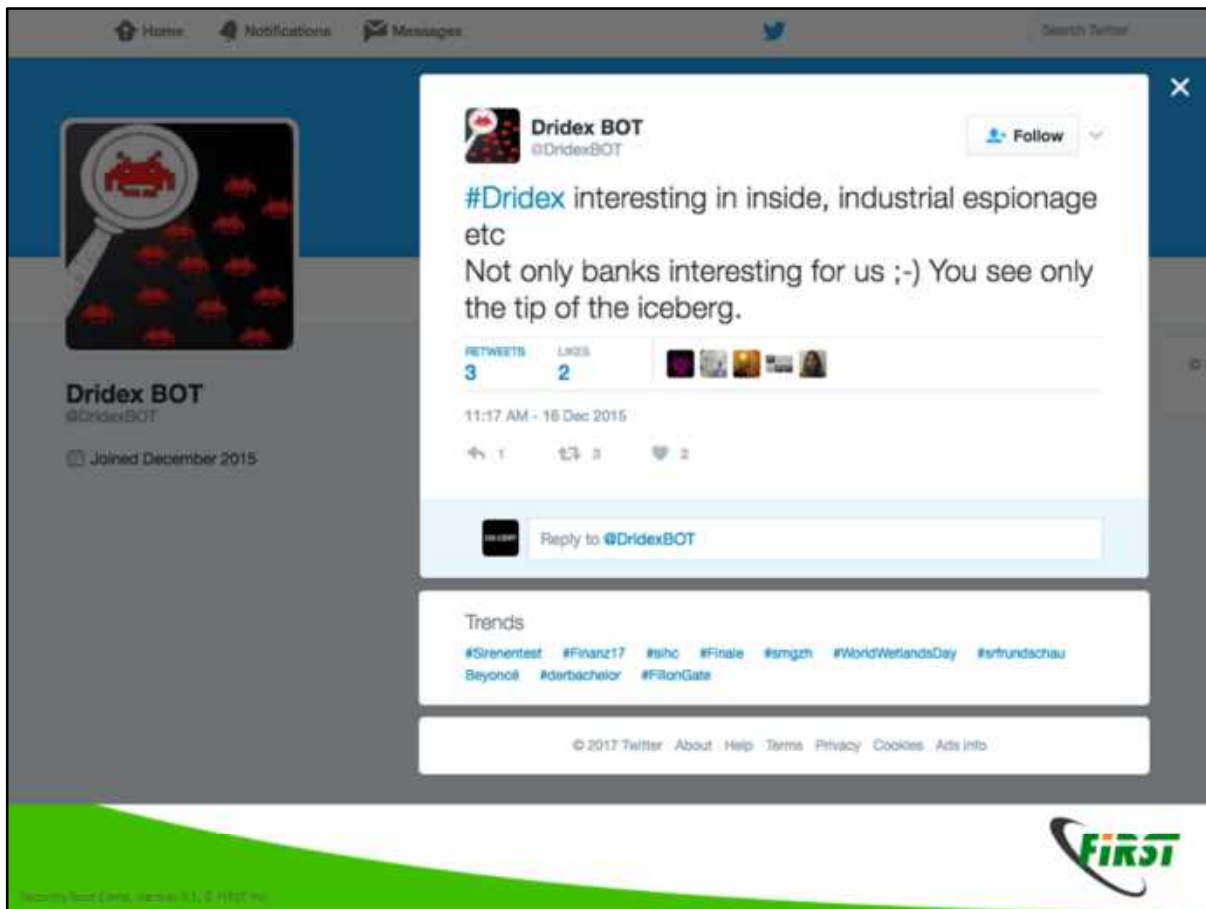
GREAT

KASPERSKY



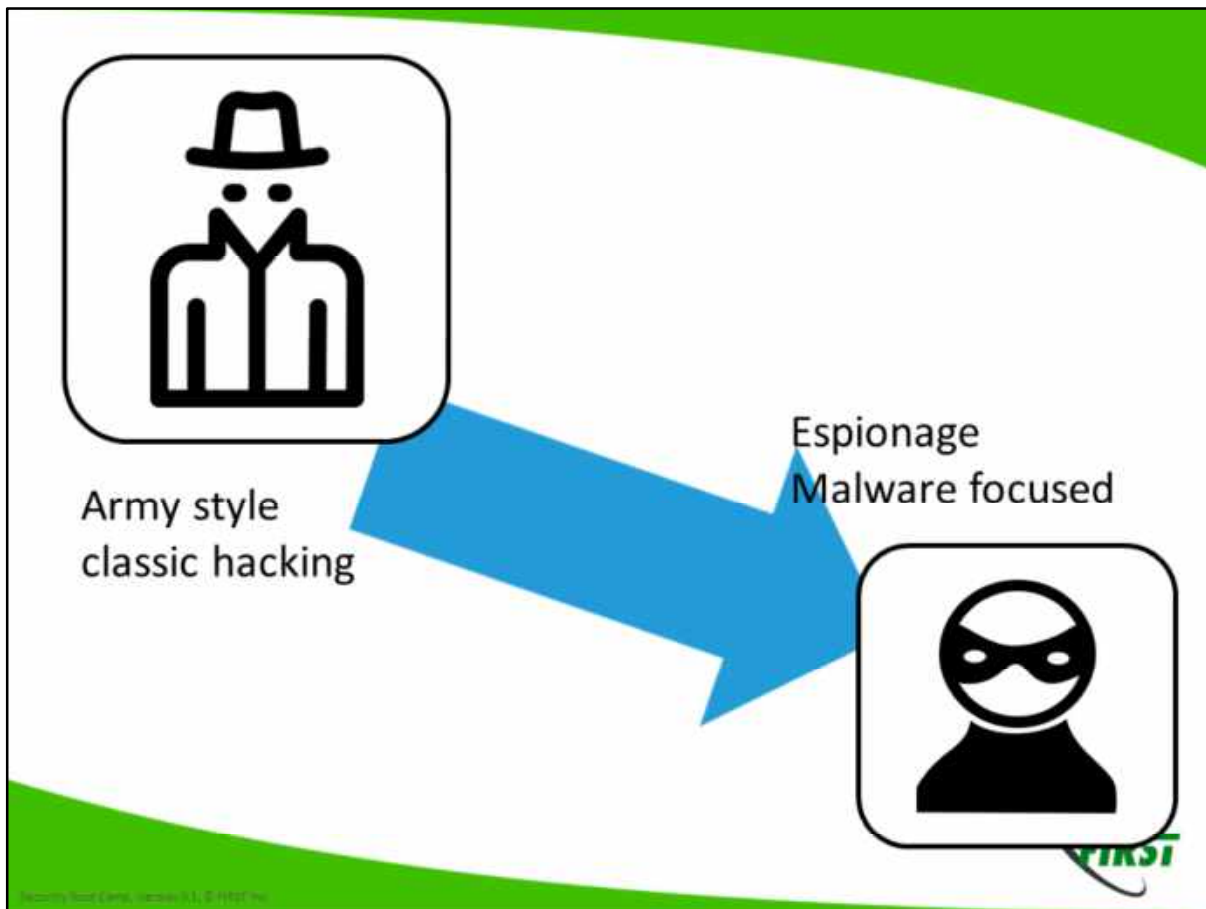
APT normally attributed to Staats.  
Wh has heard of Carbanack?  
No one, keeps surprising me every time.

Attacks took 2 (!) years to infiltrate Ukrainien and Russian banks. On day X they stole 1-2 billion (!) USD) by getting money out of ATMs, moving it around accounts, opening closing accounts.



In late August 2015, a 30-year-old Moldovan individual by the name Andrey Ghinkul was arrested in Cyprus, Spams dropped. But Tote leben länger ... Dridex ist immer noch aktiv and tweeting.





Trend „State sponsored / classical hacking -> Industrial espionage / Malware based) -> Professionalisation

## WIRTSCHAFT 23

*ailhandel verringert*

eschäftigte im Detailhandel (Vollzeitäquivalente)  
Quartal, in Tausend

Neue Zürcher Zeitung 1.11. 2015

### NRW kauft erneut Daten-CD

*Cum-Ex-Geschäfte im Fokus*

cei. Berlin · Das deutsche Bundesland Nordrhein-Westfalen (NRW) macht weiterhin gemeinsame Sache mit Dieben. Laut der Zeitschrift «Der Spiegel» hat das Land für 5 Mio. € eine CD mit Bankdaten gekauft. Es ist bereits die neunte CD mit Bankdaten, die das Bundesland erworben hat, und dies ange-

BTW: Staaten mischen hier mit. Not ok.

# Grizzly Steppe



NCCIC



Federal Bureau  
of Investigation

## JOINT ANALYSIS REPORT

**DISCLAIMER:** This report is provided "as is" for informational purposes only. The Department of Homeland Security (DHS) does not provide any warranties of any kind regarding any information contained within. DHS does not endorse any commercial product or service referenced in this advisory or otherwise. This document is distributed as **TLP:WHITE**. Subject to standard copyright rules, **TLP:WHITE** information may be distributed without restriction. For more information on the Traffic Light Protocol, see <https://www.us-cert.gov/tlp>.

Reference Number: JAR-16-20296

December 29, 2016

## GRIZZLY STEPPE – Russian Malicious Cyber Activity



Security Report (Jarvis, November 2016) © FIRST 2016

And recently ....





Crimea on 23. December 2015 Crimea: Russia shuts down Ukrainien powerplants.



Putin 1.6.2017, St Petersburg Economic Forum: Russia would never do something like this. But we cannot exclude that patriotic hackers would.

<https://www.ft.com/content/f607ac6c-46e6-11e7-8519-9f94ee97d996>

**Attribution is hard**

**The boundaries between adversaries blur!**



Security Road Camp, November 2011, © FIRST Inc.





## **Tools and Methods**

Image: CC0 <https://www.publicdomainpictures.net/en/view-image.php?image=2680&picture=swiss-knife>





What are we talking about? This story begins, like so many in this game, with a hacked device. But what does it take to to hack this device? And why would you do this? Let's explore these questions briefly!

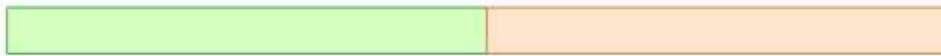
## Popular vulnerabilities

Most attacks use proven, year old vulnerabilities!

**History teaches us, that history does not teach us!**



## Buffer Overflows



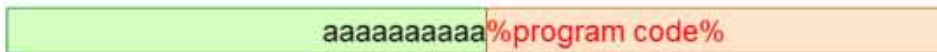
Program data

Program code

Enter username: aaaaaaaaaaaaaaaaaaaaaaa ... aaa



Enter username: aaaaaaaaaa%program code%



# **::: Smashing The Stack For Fun And Profit :::**

.oO Phrack 49 Oo.

Volume Seven, Issue Forty-Nine

File 14 of 16

BugTraq, r00t, and Underground.Org  
bring you

XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX  
Smashing The Stack For Fun And Profit  
XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX

by Aleph One  
aleph1@underground.org

1996-11-08 <http://phrack.org/issues/49/14.htm>



Security Black Box, Version 0.1, © 1997

Elias Levy alias aleph1, founder and operate of the bugtraq mailinglist publishd in 1996 a step by step guide on buffer overflows.

## Cross Site Scripting

Web browser based issue, XSS is the ability of an attacker to execute his JavaScript in a different web page.

Effect: The attacker can manipulate a third party, e.g. banking website.



## SQL Injection

SQL = Sequential Query Language, the de facto database query language.

Typical call in a web app:

```
result = query(SELECT id FROM users WHERE users='%s'  
AND password = '%s' ,username, password) ;
```

Now what happens if

Password = ' OR '1'='1

## SQL Injection

```
result = query(SELECT id FROM users WHERE users='%s'  
AND password = 'root' and password='' or '1' = '1' );
```

This is always true!



## **Social engineering**

**The art of convincing some one to something he shouldn't.**



Hacking computers becomes inquiringly more difficult as operating systems become more and more secure. Hacking humans on the other hand is still the same.



# Social engineering

**The art of convincing some one to something he shouldn't.**

Security Road Camp, November 9, 2011, © FIRST

CC2 DLG Images



Hacking computers becomes inquiringly more difficult as operating systems become more and more secure. Hacking humans on the other hand is still the same. It's been around since ever, (Joke alert: The snake taked Eve into eating the apple, creating the mess we have today).

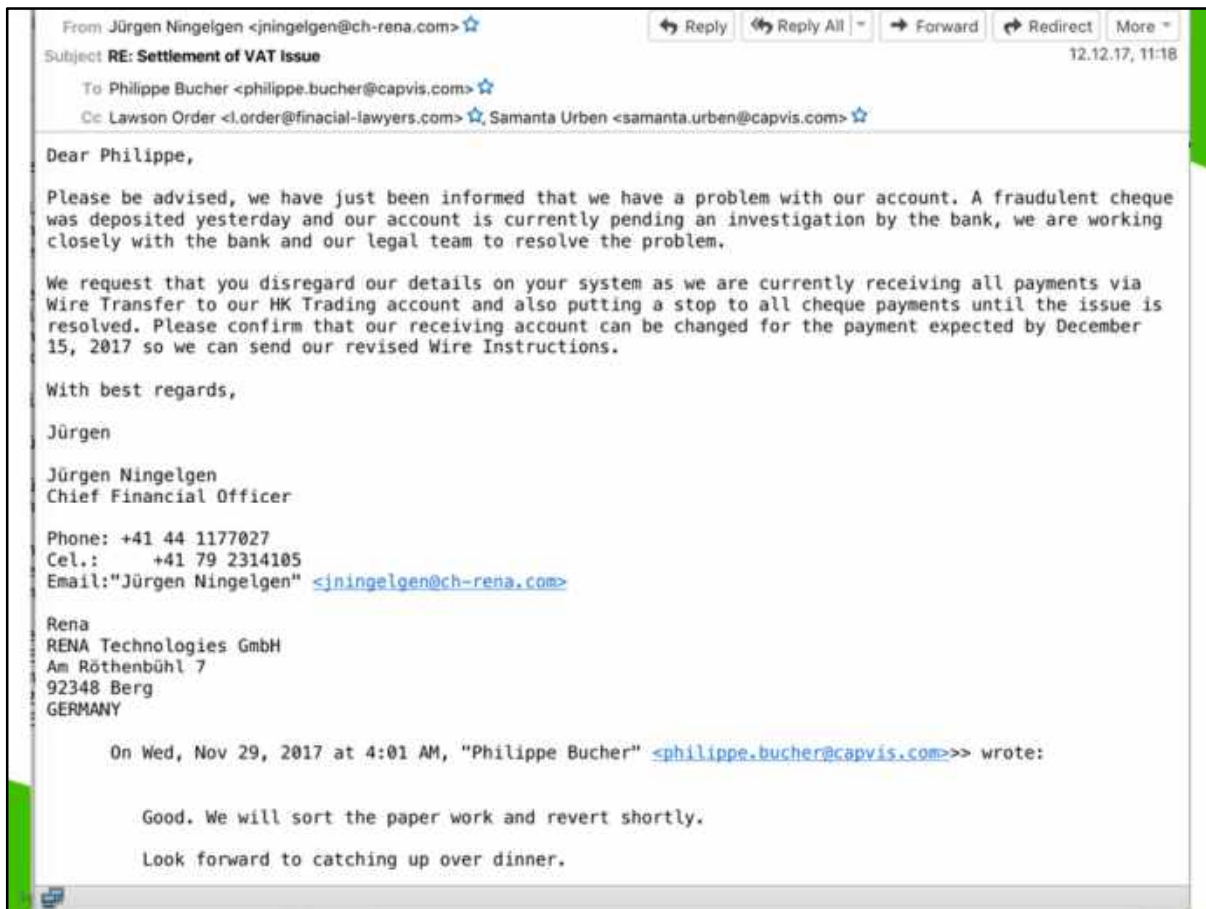
## Today

- CEO Fraud
- Microsoft Scam calls
- 419 Scams
- Manipulated websites ....

**Make sure you know who is on the phone!**



<https://web.archive.org/web/20110927122343/http://forum.419eater.com/forum/viewtopic.php?t=184886#1545310>



Story:

- Long negotiations
- A lot of people in the e-mail thread
- After closure of the deal: One more mail, from a slightly different domain rena.com -> ch-rena.com
- Please pay to another account.
- Bumm 1.2 millions USD gone.
- Above domain is from an example, nt the real one.

## Malware distribution



Malware is distributed through about half half through e-mail or the web, the later is called drive by. Hang on, we'll explain how this works.

## A bit of Taxonomy

We generally speak of **malware** as a generic term.

Special cases:

- Worm -> propagates on its own
- Virus -> Needs a host
- Trojan -> Commonly used for backdoor

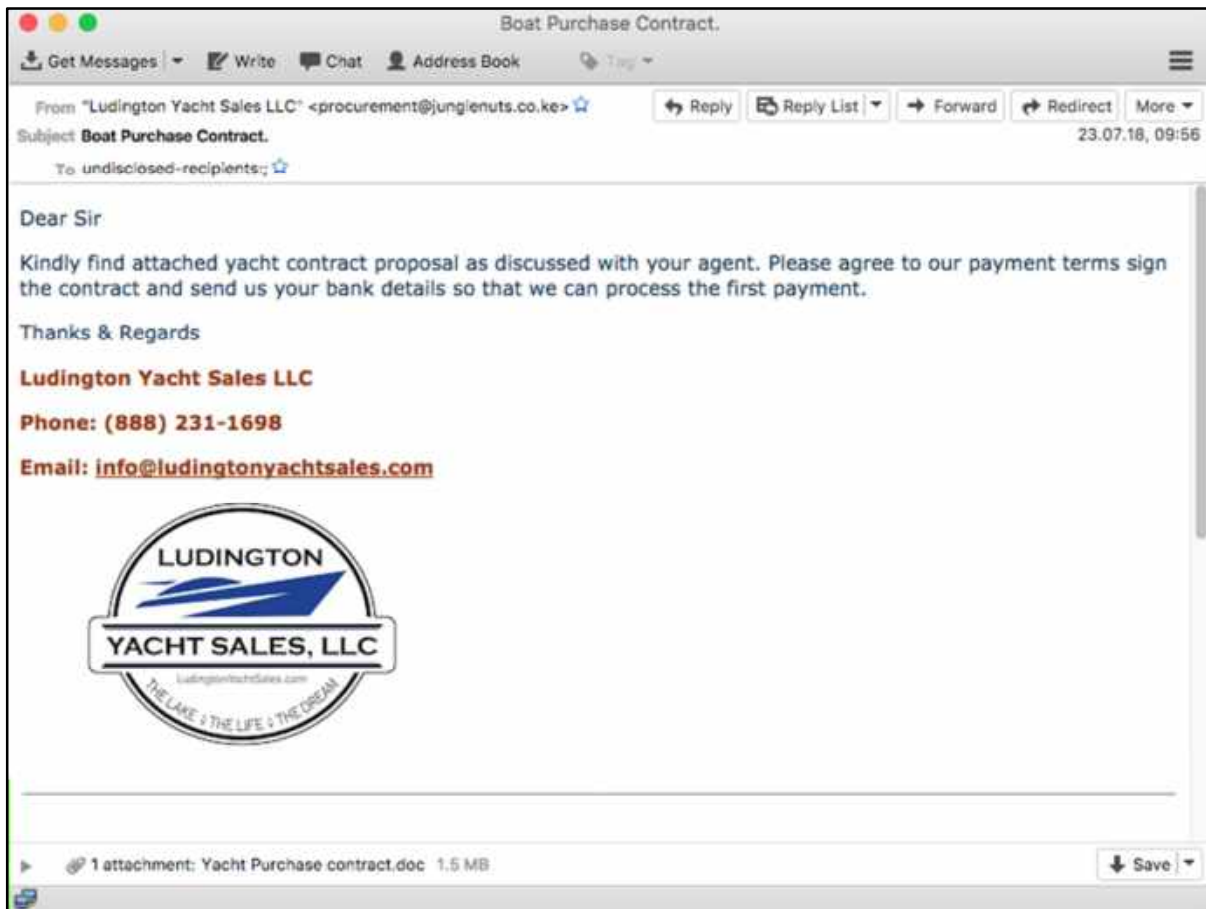
Not very helpful, so best ignored!



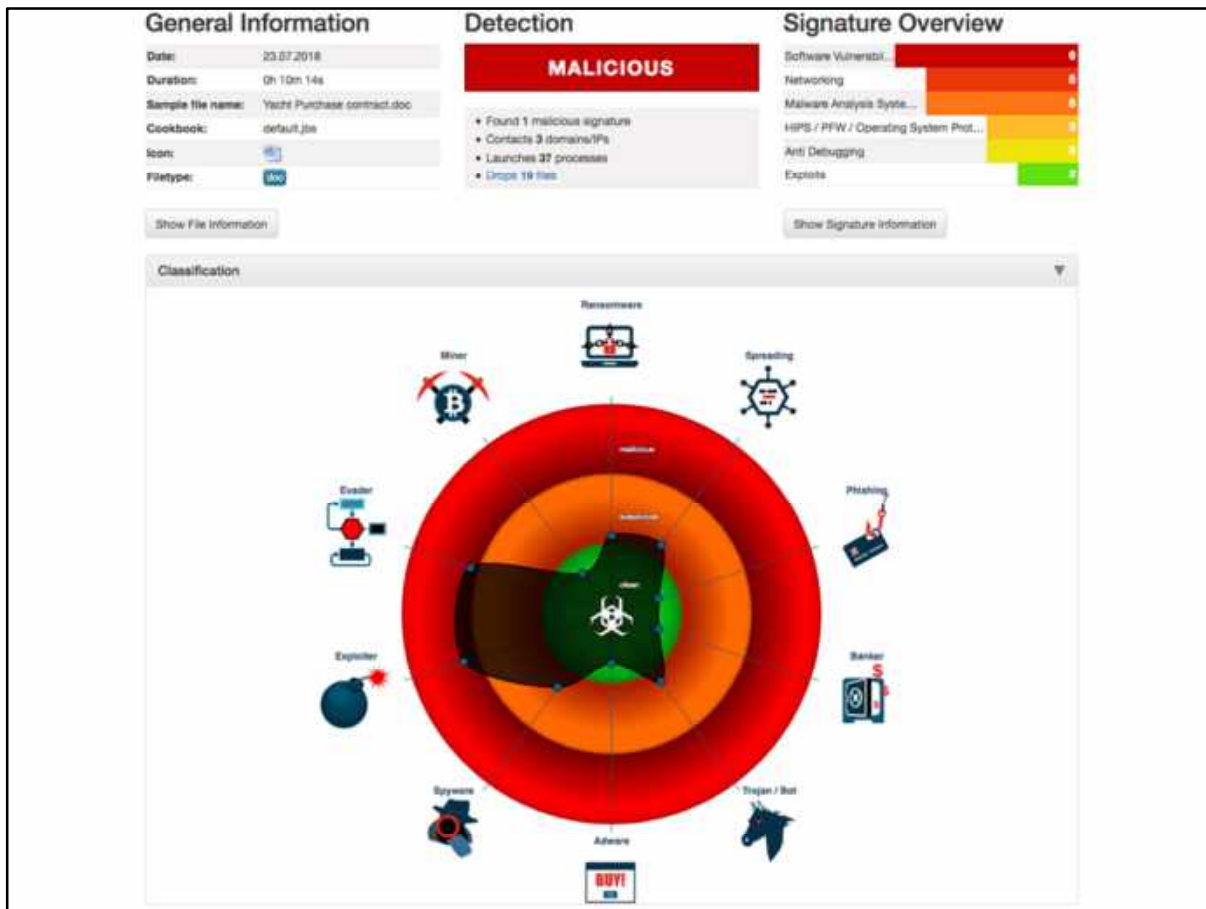
## Malware distribution



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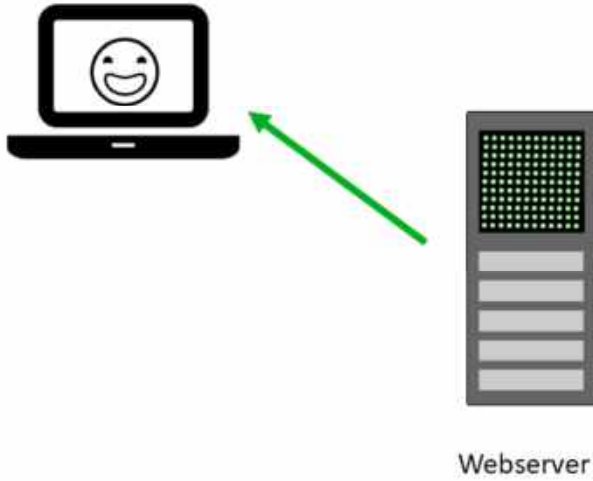
Take this e-mail, there are a gazillion examples. It contains a word file.  
So who thinks open a word file, or a PDF is an issue?



Well, it is. This particular word file executes a macro which exploits a security vulnerability to escape the Word processor and downloads further malware.



## Drive by



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## Drive by



Webserver

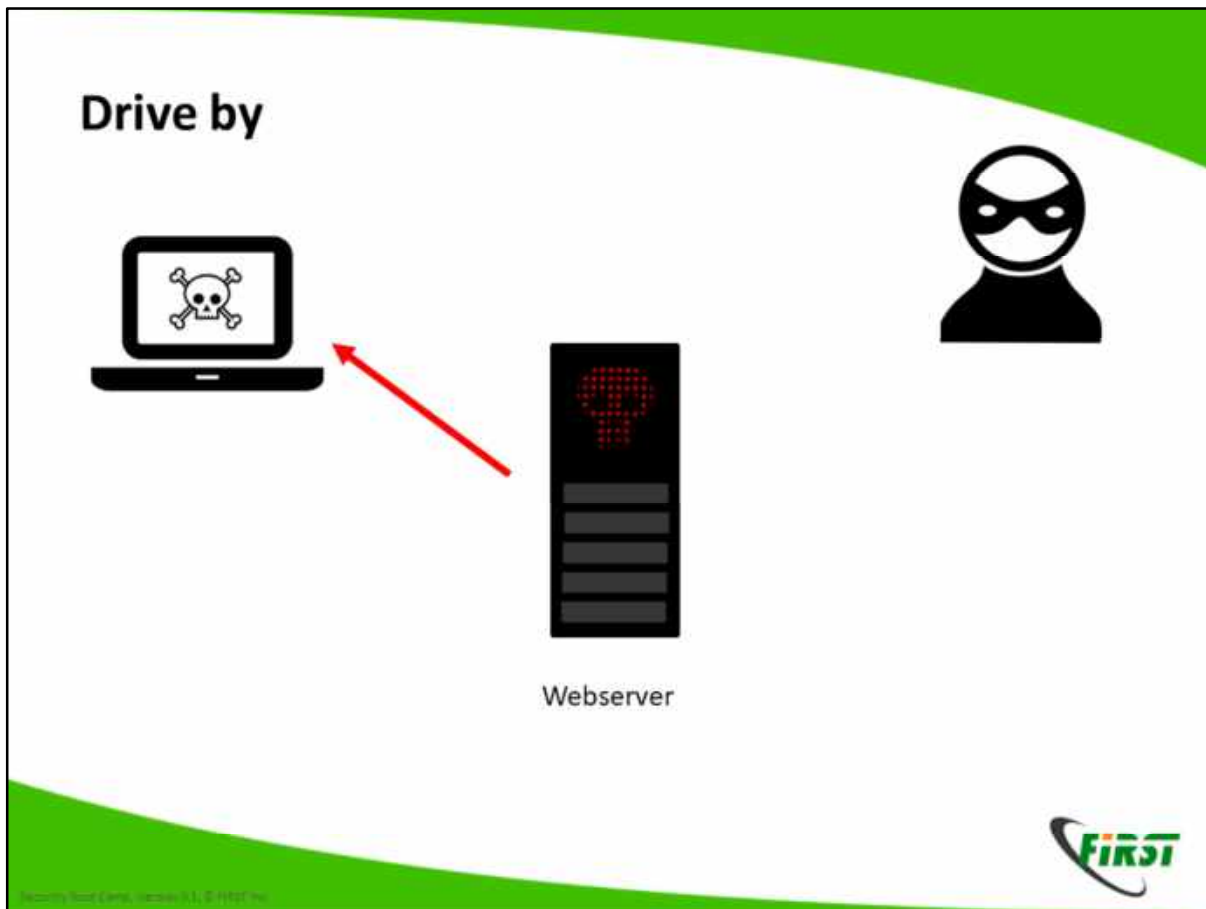


## Drive by



Webserver





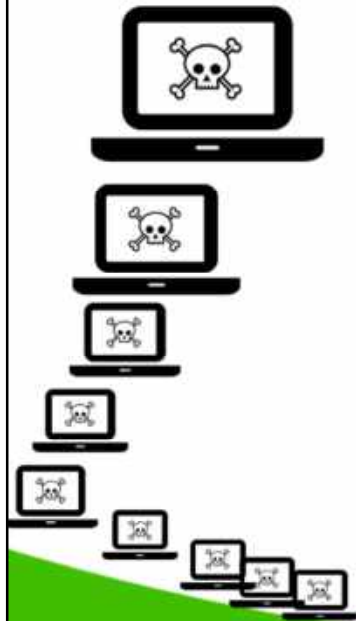
Changes on the website are often subtle. Affected are all websites, not just the ones you don't tell your parents about. An interesting variation is malverizing, where an Add provider is misused to distribute malware through the add. This is much harder to detect, as ads change.

## Botnets



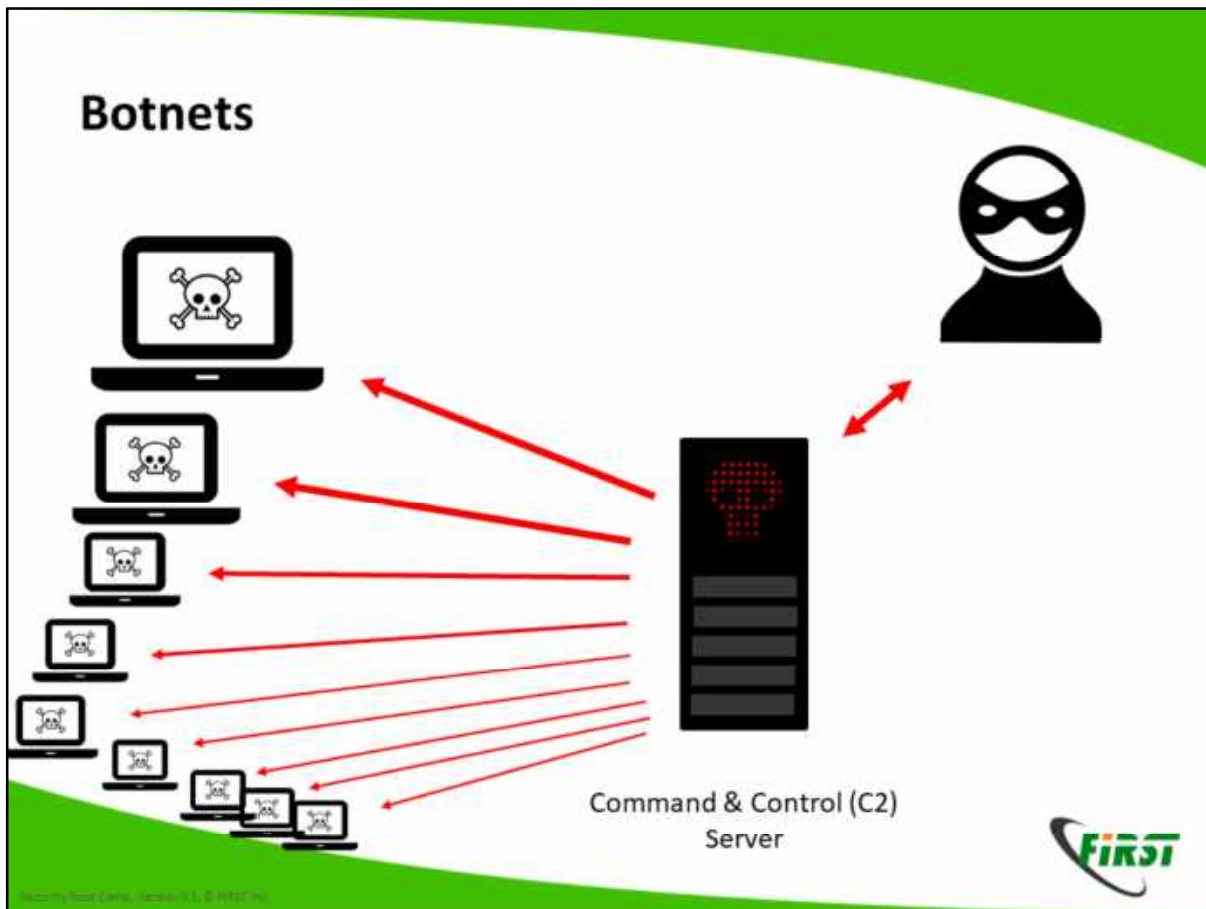
One hacked computer is not particularly interesting

## Botnets



Security Road Camp, Version 0.1, © FIRST 2010

But thousands are



But thousands are interesting. This is the great thing about the internet: Everything scales. Botnets can have from a few hundreds to millions of members. Being cynic one could say they were the first cloud services.



#### Avalanche Takedown

Avalanche was a underground hosting infrastructure leveraging Domainnames (first.org) for robustness. To stop its operation 800'000 domain names had to be taken down in dozens of TLDs (.com, .ru). This requires the collaboration with many organisations not traditionally considered part of the CSIRT community. In particular registrars (the domain name eco system) as well as law enforcement.

Both these communities have very different rules:

Registrars, in particular the ones responsible for ccTLDs are often very regulated and very reluctant to act.

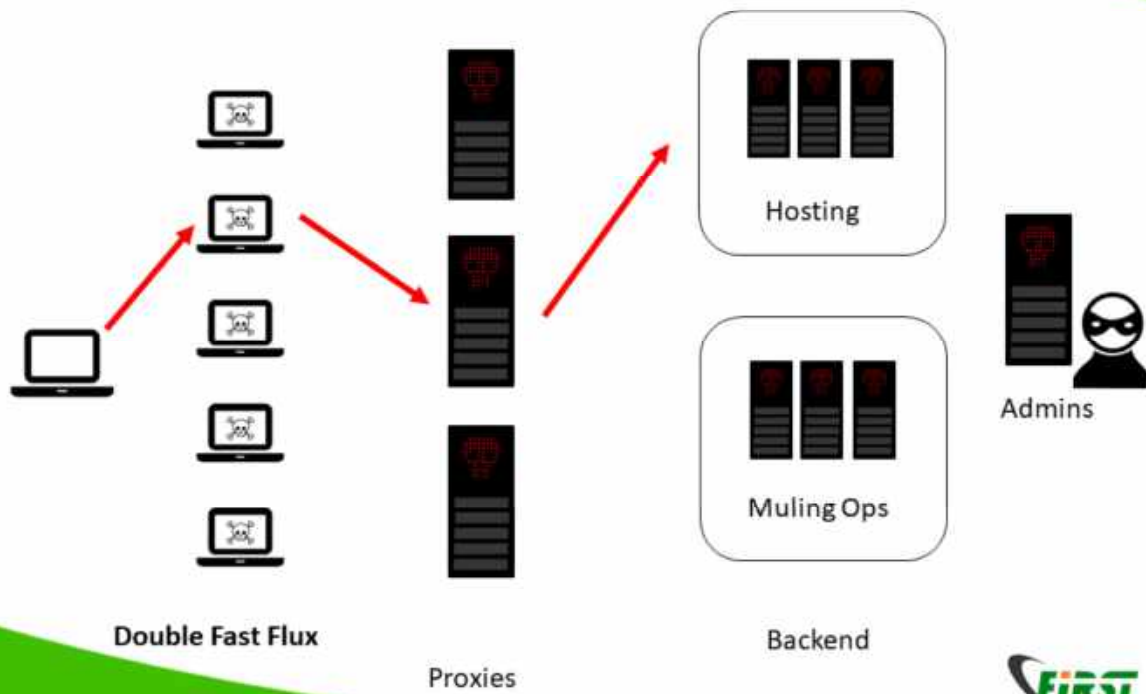
Law Enforcement is bound very much by legal procedures and typically has a different goal: Arresting criminals vs getting the infrastructure back up.

This makes collaboration often difficult. Policy and law makers can help here. For example the close collaboration of the Registry CSIRT in Switzerland with the regulator has led to the creation of a law that allows the registry to effectively act against cyber crime.

This was a long effort and required that all involved parties gain a common understanding of the issues.



## Underground CDN



Security Roadmap, Version 0.1, © FIRST 2014



## Conclusion

**Hacking is an entire industry, with many specialisations. It's not done by teenagers, but by professionals.**



# Protecting Yourself

<https://www.stopthinkconnect.ch/>



Security Road Game, Version 0.1, © FIRST 2019

## Updates



**Keep your Operating System  
and software on all your  
devices up to date.**



Security Road Camp, Version 3.1, © FIRST Inc.

## Backup



**Ensure you have a backup of your data.**



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## Strong Passwords



**Use strong passwords. Don't reuse them. Enable 2 factor authentication.**



## Reality check



Sounds too good?  
Sounds too bad?  
Sounds strange?

Check it out!



# Help



**You made a mistake?  
Something not working?**

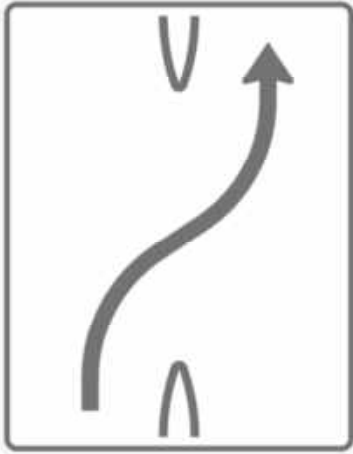
**Get help!**



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## Follow guidelines



**Follow cooperate  
guidelines. There are here  
for a reason.**





CSIRTs are often compared to fire fighters. One could define them as a team of experts coming to action during a cyber security incident. This definition is probably too narrow, CSIRTs today take on many different tasks, both reactive and proactive.

CC0 <https://pixabay.com/en/firemen-firefighter-fire-flames-78111/>

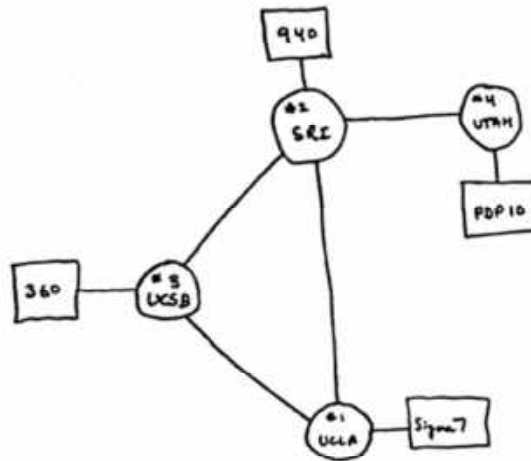
# CSIRT

Computer Security Incident Response Teams (CSIRTs) become active when an incident has been detected.



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## Global response

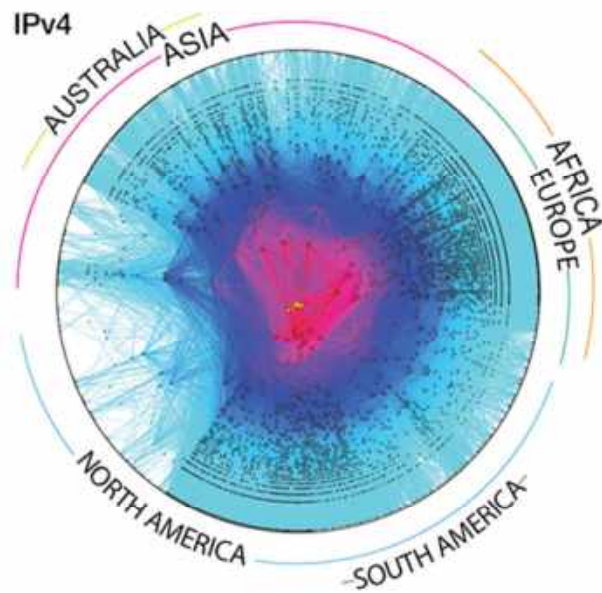


Source: <https://www.darpa.mil/about-us/darpa-history-and-timeline?PP=2>



The internet used to be national, in 1969. Response was easy at the times, you just needed three other phone numbers ;-)

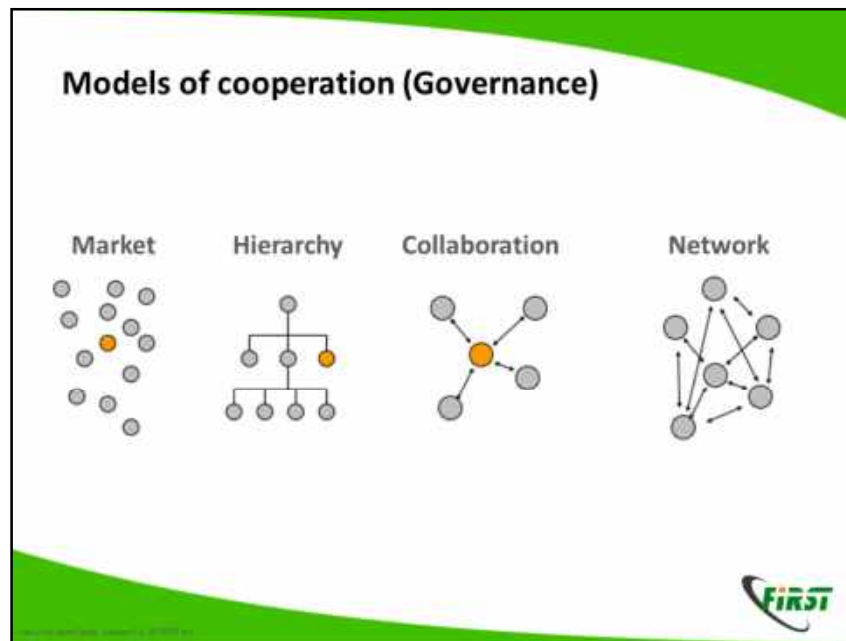
## Global response



Source: [https://www.caida.org/research/topology/as\\_core\\_network/2015/](https://www.caida.org/research/topology/as_core_network/2015/)



Not so any more. You need to act fast and across many borders.



There are different forms of governance. Common ones include Market (you pay for what you want), Hierarchy (Company's , Army), Collaboration, and lastly network governance. 1-3 Don't work: You can't pay for a server to be taken down, you can't order it (try it). Collaboration doesn't scale, we are dealing with thousands of independent players (each of the dots on the previous figure). So let's look at network governance

## Network governance

*Governance [is achieved] through relatively **stable** cooperative relationships between three or more legally autonomous organisations **based on horizontal**, rather than hierarchical coordination, recognizing one or more network or collective goals*



Here, we're essentially saying that we work with other towards a common goal at eye level over some time, without any paperwork.

Common examples: Disaster recovery (Haiti, New Orleans, Puerto Ricco, ...) typically grassroot groups working together. In Haity the US Army relied on a google maps project run by a bunch of MIT students for their intel!

**Two ingredients for successful coordination**

**A common goal**

**A high level of trust**



To be effective Networks need a common goal and a high level of trust.  
Mind you: Networks are not feel good groups. Its often tough!



Thank you to FIRST for allowing us to use this presentation



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