



Use the following topics and questions to guide a cybersecurity discussion with your security professionals and management team. The goal is to share information, identify problems and strengths, and take action.

Ask your IT or Security Professional:

CYBERSECURITY PLANS

- Do we have a written information security policy?
- Do we conduct periodic reviews to identify security threats and vulnerabilities to our system?
- Do we have a written plan of action if we do suffer a cybersecurity attack?
- How do we protect ourselves from ransomware?
- What do you think is the most serious cybersecurity threat our business faces?

DATA PROTECTION

- Do we have a regular backup system in place?
- Where is our customer data housed on the network and how is it protected versus other locations?
- How do we control the transfer of customer data?
- Who has access to download customer data?
- Is our data encrypted?
- How is our communication encrypted?
- How do we protect customer information?
- What is our policy for aging out old data?
- How do we track computers and devices and the data they hold?
- How is mission critical data warehoused offsite?

DEVICES

- Do we have an inventory of all physical devices and systems within the company?
- Are all devices used in the company running antivirus software?
- How do we ensure all devices are running up-to-date software?
- Are our routers secure and are they running the most up-to-date firmware?

EMPLOYEE POLICIES

- Do we limit employee access to only networks, systems, files, and programs that they need for their job?
- What kind of employee cybersecurity training do we have?
- What is our policy for employees working or accessing work data on their personal devices?
- Do we offer employees a VPN for working remotely?
- What is our password policy?

NETWORK/CONNECTION

- Who connects to our networks from the outside and how do we manage?
- How do we monitor for unauthorized users or devices on the network?
- How restrictive is our firewall for inbound communication and access?
- Does our firewall have proxying services, antivirus gateway services, and intrusion detection and prevention services?
- What endpoint security do we have in place?
- Do we conduct vulnerability scans of the network?
- Do we have the ability to know we have an active attacker in our network?

THIRD PARTY POLICIES

- Do any third parties have access to our data?
- How do we vet the security of third party companies we use?
- Do we discuss cybersecurity risks and responsibilities when going into contract with other companies?

Ask your CFO:

FRAUD PREVENTION

- Do we have a two-step verification policy for wire transfers?
- Are we alerted anytime a charge or withdrawal is made from our accounts?
- Does our business insurance cover cybersecurity incidents?
- Do we have a PIN on our mobile phone accounts?
- How often do we check our business credit report?
- What type of security do we have on our bank accounts and credit cards?
- Do we receive email notifications when any change to our business registration is made online?
- How do we store personal employee information?

Ask your employees:

KNOWLEDGE

- Do you know the key ways to identify a phishing email message?
- Do you understand the link between hacking and updating software on your computers and devices?
- Do you understand the cybersecurity risks associated with accessing your email and other work data from an unsecured wireless connection?
- How do you protect any personal device that also contains business data and contacts?
- What is our policy on discarding digital and physical documents containing private customer or business information?

GLOSSARY

Account takeover attack: The process of using an existing account to commit a fraud. Example: Your mobile phone account is taken over by hackers.

Advanced persistent threat (APT): A long-term attack targeted on a specific person or institution. Over time, a hacker gains access to various parts of the network through malware or security holes.

Distributed Denial of Service (DDoS): A type of attack that uses compromised devices to push traffic to a single website or system. The increase in traffic causes the system to shut down.

Encryption: The process of concealing messages or information so only others with permission can read them. Encryption creates a private tunnel for information and data to travel through.

Endpoint security: A security system used to secure a network accessed by remote wireless devices. The system secures the devices to block potential entry points to the network.

Firewall: A part of a computer system or network that's designed to monitor inbound and outbound communication between your device, other devices, and the Internet.

Firmware: Permanent software that has been programmed into a device, such as a wireless router.

IP address: A set of unique numbers assigned to every device connected to the Internet.

Keylogger: Malicious software or a physical device that records the keys that you hit on the keyboard. This is used to gain private information such as usernames and passwords.

Malware: Malicious software—such as Trojans, worms, and viruses—designed to interfere with a computer's normal functioning.

Phishing/Spear phishing: A scam by which email users are duped into revealing personal, confidential, or monetary information or downloading malware by clicking on a malicious link or attachment. Spear phishing is when these messages are directed at a particular business or person.

Proxy server: A software intermediary that intercepts and inspects data between an external network (the Internet) and an internal, private network. A proxy server prevents outsiders from directly accessing internal information.

Ransomware: A type of malware used by hackers that encrypts the victim's data and demands payment for the decryption key.

Social engineering: The process of manipulating people into giving up confidential information or breaking security procedures by appealing to human emotions.

Two-step verification: A two-stage process to verify your identity when trying to access an online account. It requires "something you know" and "something you have."

Virtual Private Network (VPN): A network technology that creates a private encrypted Internet tunnel using a public Internet connection.

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