

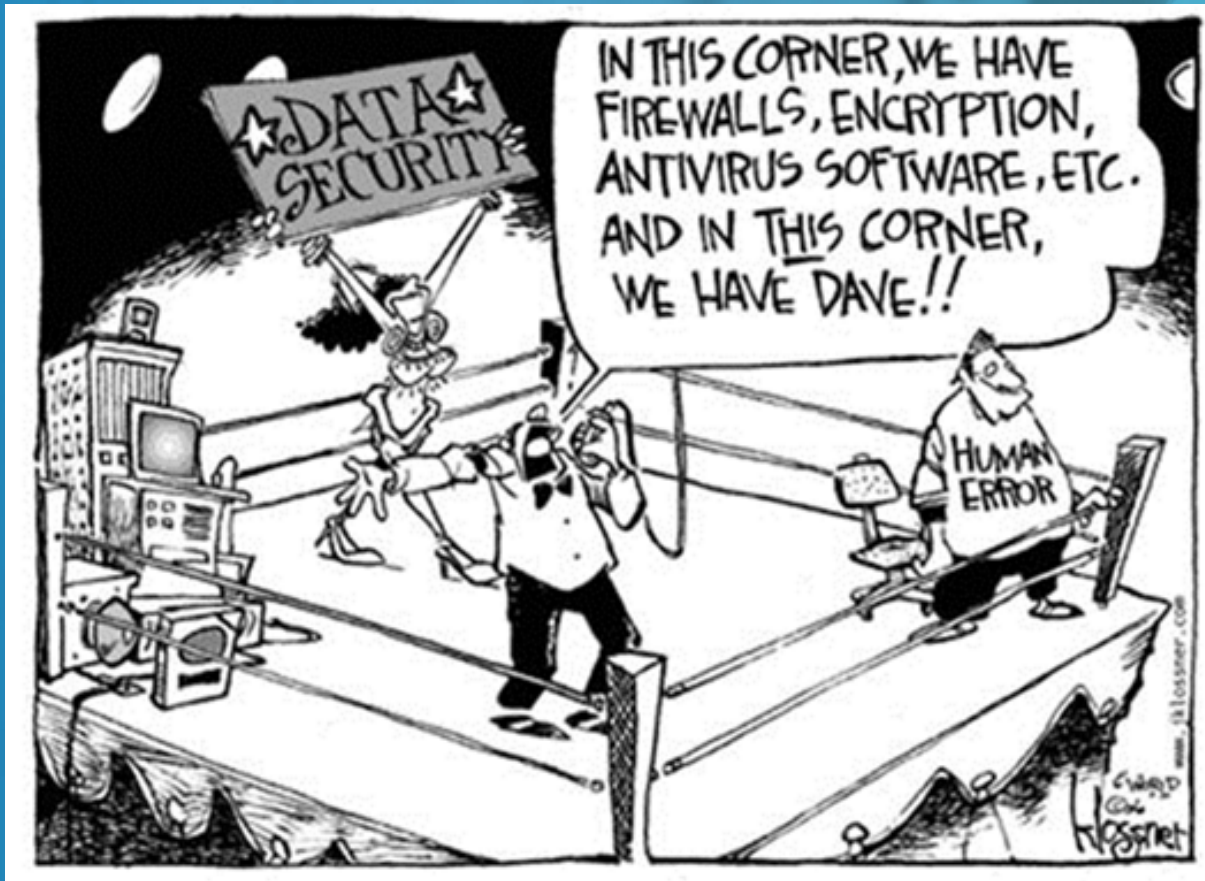


CalTech



*Exceptional IT. Real People.
Bigger Purpose.*

Human Error - The Weakest link in CyberSecurity



Why is Human Error the Weakest Link?

- + It is the easiest way for an attacker to get access to bank information.*
 - + Low Cost to operate*
 - + Low risk of getting caught*
 - + High rewards*
 - + People/Employees are generally fairly trusting by nature.*
 - + We have trained our employees for high customer service and it can come at a cost of too much trust.*

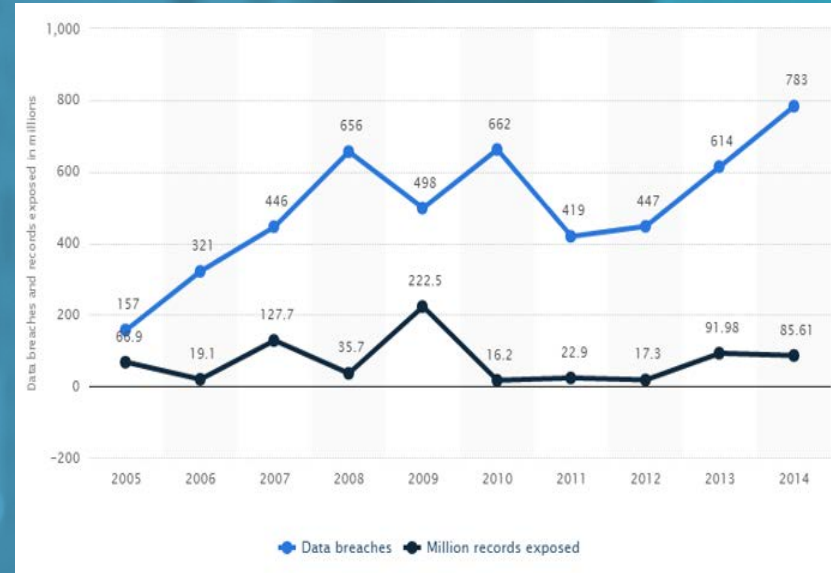
Cybersecurity Impact Numbers

+ 95% of all security Incidents involve Human ERROR. -IBM

* 70 percent of all breaches contained a successful phishing attempt.

+ The number of security incidents is increasing.

+ Countless millions of customer records were stolen between 2007-2015



User Training Best Practices

- + TRAINING!!!!
- + Test social engineering extensively.
 - * Phishing attempts especially.
- + Did I mention training for customers?
 - * Most financial losses occur from customer breaches.

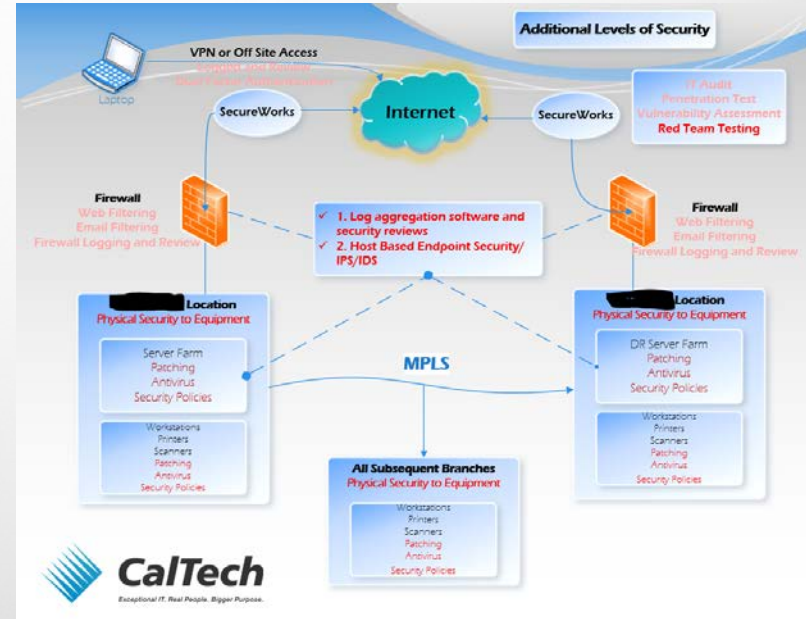


Cybersecurity Training for the Bank

User	Responded	Clicked	Credentials
			
			X
	X	X	
			X
			X
			X
	X	X	X
Totals: 50	10 (20%)	19 (38%)	6 (12%)

Cybersecurity Training for the Board

- + Hopefully you have someone on the board that understands cybersecurity – If not can you?
- + Educate the board about your risks from a high level and use business terminology not IT jargon.



The *IT Pledge*



If I get any link in an email or a document I wasn't expecting, I will not click on it.

Discussion