



Welcome to the CIO Hour!

June 2021

The CIO Hour

- A new type of Webinar
- Tackling the problems and questions that are on your mind with real-world technology advice
- Featuring experts in their field with decades of real-world experience
- First Thursday of every month

Visit www.theCIOHour.com for upcoming topics and events.

Ground rules...

- No question is off limits!
- If the question is too specific to a particular situation, we may defer it but are happy to talk to you offline or after the event.
- This is a safe space, but we understand if you wish to remain anonymous.

Agenda

- In the News – A few highlights that might interest you
- Fast 15 min – Introduction to the topic of the month
- Q & A – 30 min – Discussion with our experts and taking your questions

Today's Panel



KIM GREVER

President, 501Works

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Kim Grever brings With more than 25 years of experience in trade and professional organizations as well as consulting firms, Kim has helped associations grow member recruitment and retention, as well as marketing and member engagement. Kim also has a proven background in maximizing limited resources and the power of teams with her excellent cat-herding skills (otherwise known as product management).



JAMES C. MARQUIS

Chief Information Officer, 501Works

marquis@501works.com | 703.459.9779

James C. Marquis is a seasoned senior executive with more than 30 years of experience working in technology with a wide variety of associations and nonprofits. James' work experience includes serving as CIO for a large medical association, CEO of a technology consulting organization and senior roles in product development and business consulting for for-profit and nonprofit clients. He also has designed and built multiple Internet-based business applications including Mojo Middleware™.

In the News

1. Poll: How many of you have read about Amazon Sidewalks?

<https://9to5mac.com/2021/05/31/psa-if-you-have-amazon-devices-you-may-want-to-opt-out-of-amazon-sidewalk/>

2. Solar Winds blows back on more companies.

<https://www.cnn.com/2021/05/28/tech/microsoft-solarwinds-russia-hack-intl-hnk/index.html>

3. Colonial pipeline ransomware payment rumored to be approximately \$5 million in Bitcoin.

<https://www.forbes.com/sites/robertzafft/2021/05/21/colonial-pipeline-what-payment-for-ransomware-piracy/?sh=7843b82c4600>



Today's Topic:

Trust but Verify!

Trust but Verify – 5 Fast Facts

1. According to CMIT, 86% of businesses surveyed experienced IT downtime in the last year
2. 81% of respondents had an IT failure repeat itself
3. 80% of issues occurred because of neglected IT
4. 48% of those surveyed experienced daily disruptions

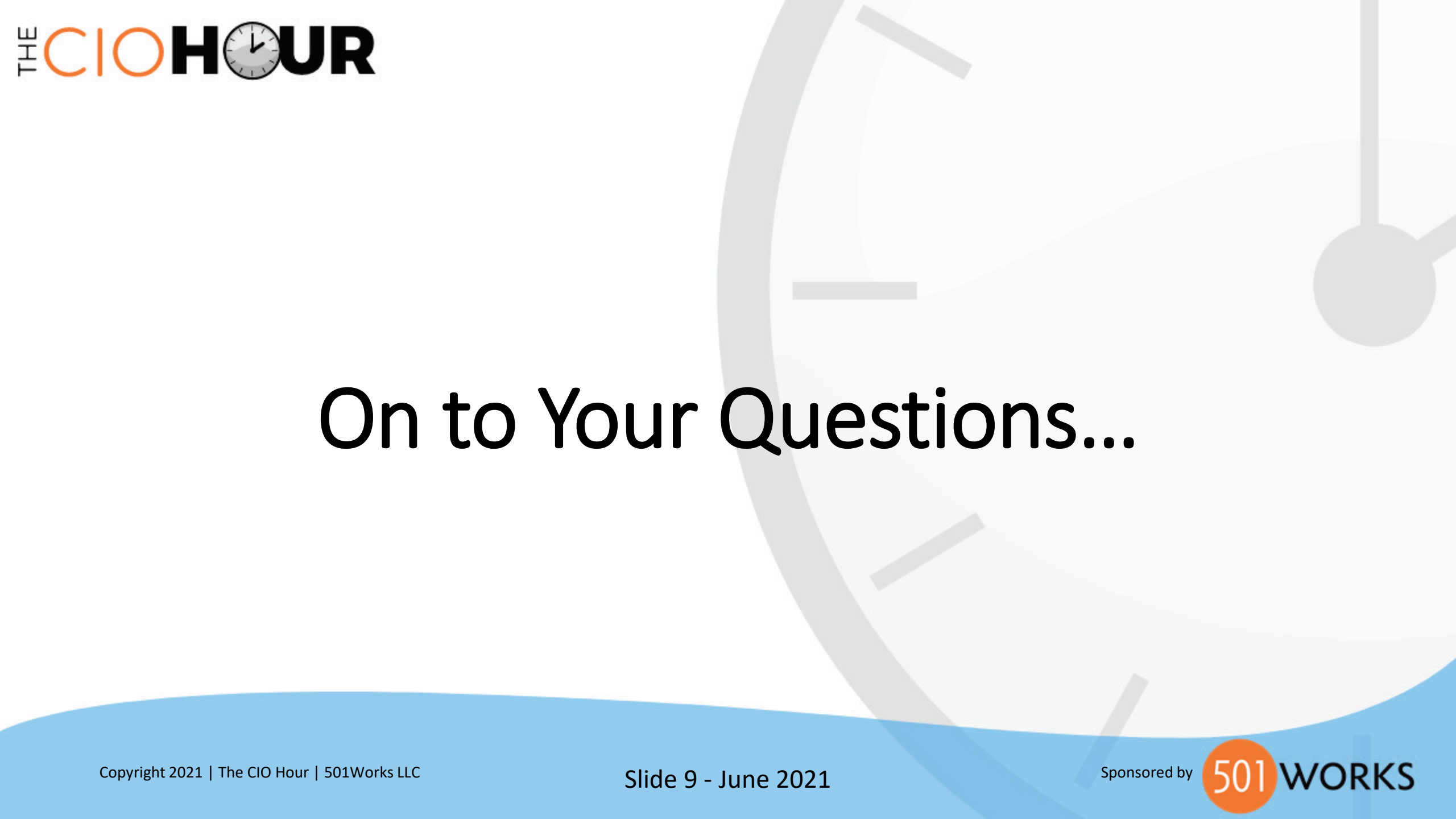
BUT

- *Only 33% collected data to quantify their problems!*

SOURCE: <https://cmitsolutions.com/blog/measuring-the-impact-of-it-downtime/>

Vendor Accountability Starts with the Contract

1. Include SLAs – “Service Level Agreements” into your contracts – especially in SaaS based systems.
2. Know your renewal dates so you can add in SLAs when the time comes.
3. Knowing the SLA parameters will allow you to establish appropriate monitoring / reporting.
4. Common SLA parameters relate to uptime(availability), addressing defects, and maintaining security standards.
5. There is value outside of contract accountability as information collected can help vendors find and fix problems.



On to Your Questions...



What are common things you monitor?

Here are some of our monitoring priorities...

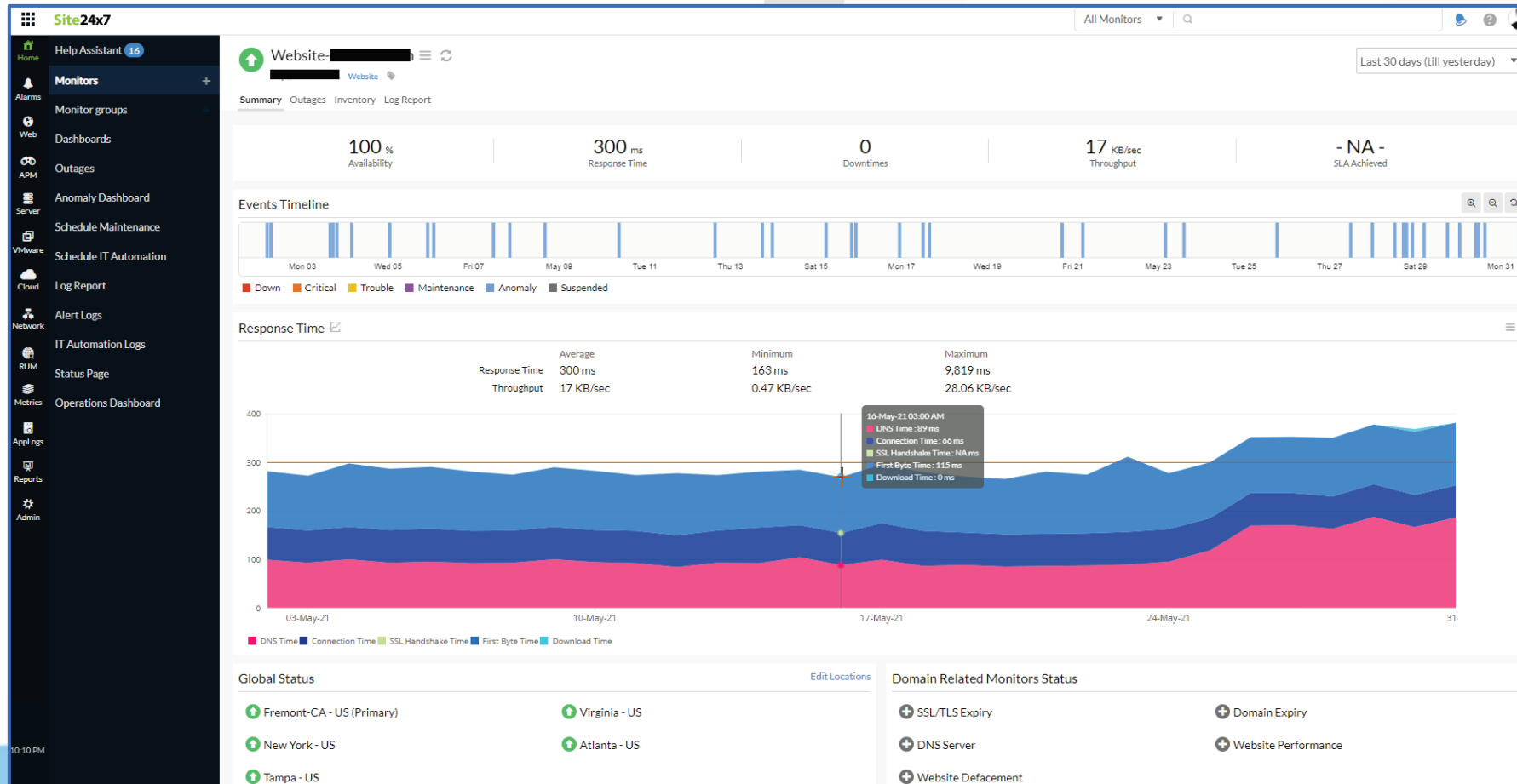
- Patch Management (OS, Antivirus, Antimalware)
- Network / Server / Website / Web Application Performance Monitors
- TLS Configuration Monitors
- Application Vulnerabilities
- Backup System Testing and Anomalies

We don't have a big budget, can
we do this without a huge
investment?

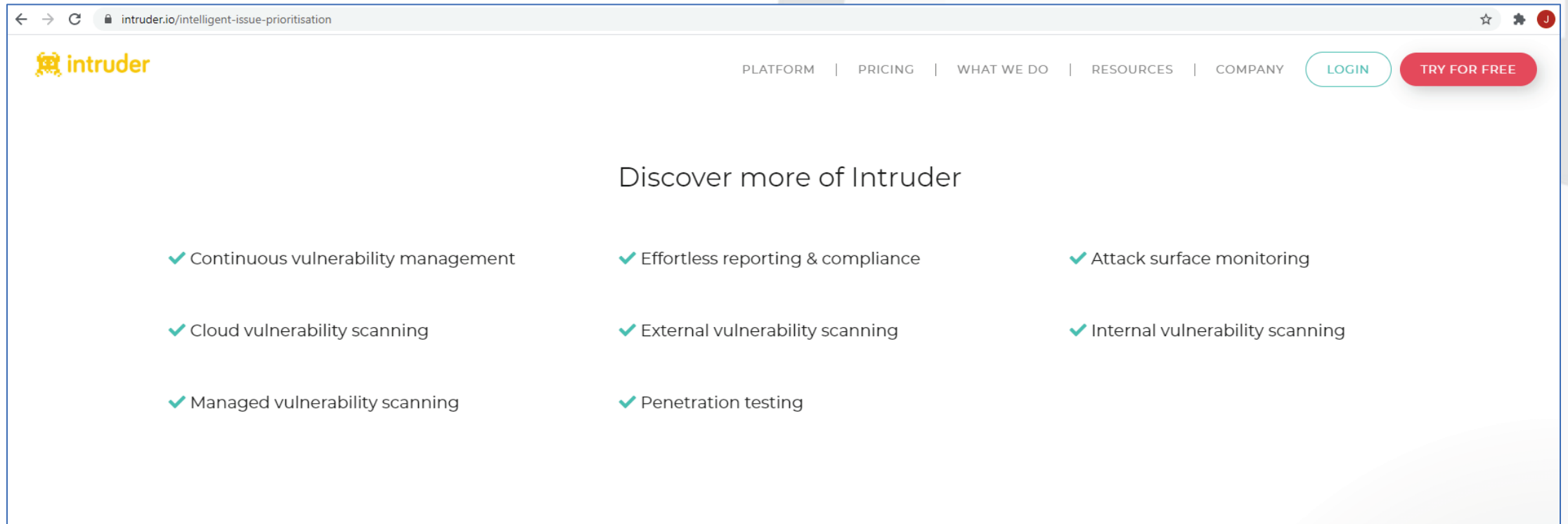
DISCLAIMER:

We will be discussing some of the tools we use in our practice. These are just a few of the many tools that are available to solve the problems we face in IT on a daily basis, this list is certainly not exhaustive. While it is accurate as of this presentation, pricing, features and versions change frequently so discuss these with your own IT support staff. Last, but not least, we have no financial ties with these solutions.

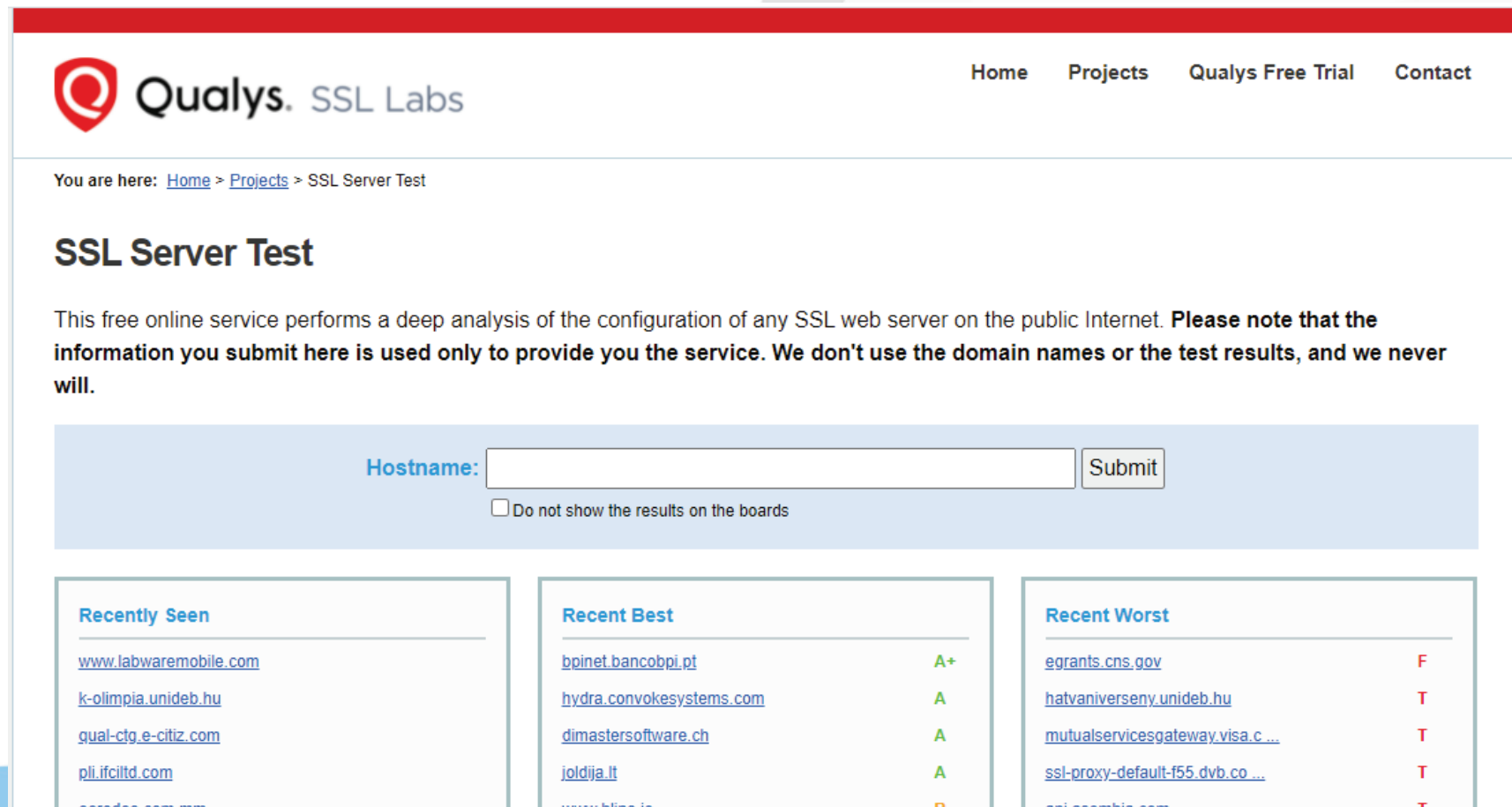
Tools you can use... Site24x7 - <https://www.site24x7.com/>



Tools you can use... Intruder.io - <https://www.intruder.io/>



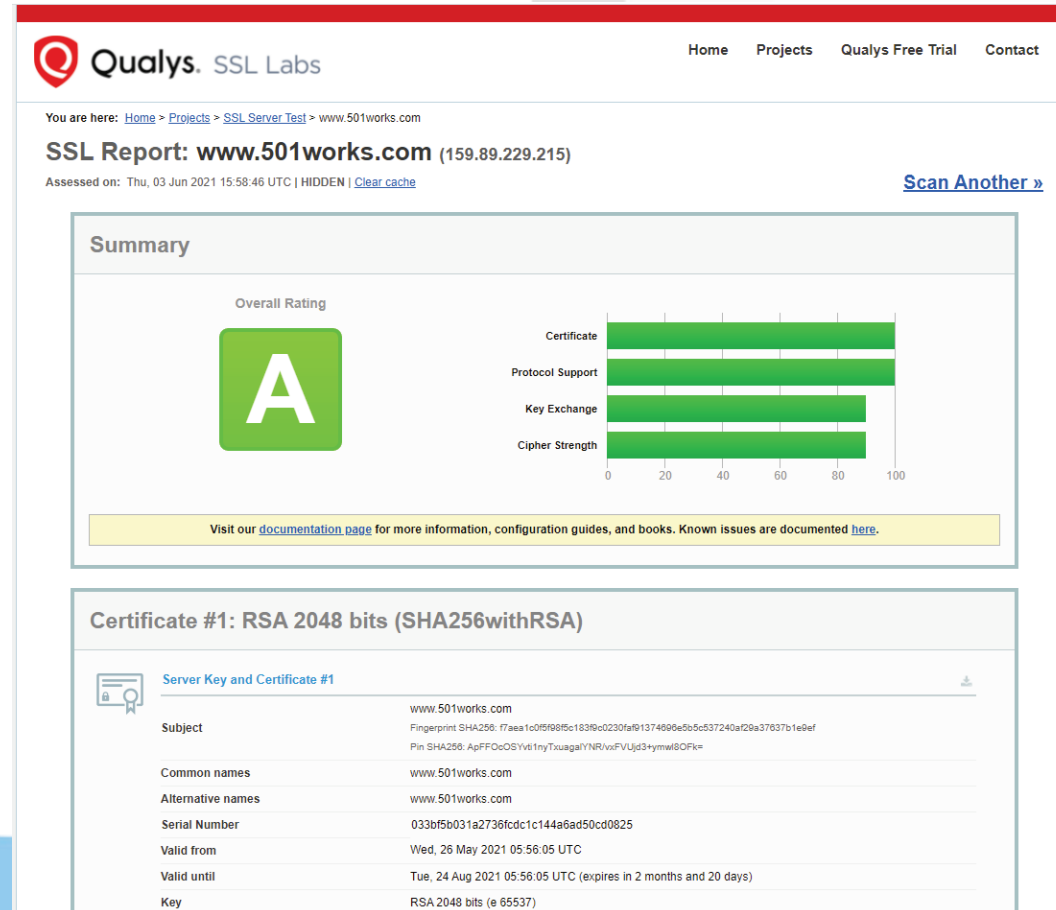
Tools you can use... Qualys SSL Labs - <https://www.ssllabs.com/ssltest/>



The screenshot shows the Qualys SSL Labs website. At the top is the Qualys SSL Labs logo and navigation links: Home, Projects, Qualys Free Trial, and Contact. Below the header, a breadcrumb trail reads: You are here: [Home](#) > [Projects](#) > SSL Server Test. The main heading is "SSL Server Test". A paragraph explains the service: "This free online service performs a deep analysis of the configuration of any SSL web server on the public Internet. **Please note that the information you submit here is used only to provide you the service. We don't use the domain names or the test results, and we never will.**" Below this is a form with a "Hostname:" label, a text input field, and a "Submit" button. A checkbox labeled "Do not show the results on the boards" is also present. At the bottom, there are three columns of results: "Recently Seen", "Recent Best", and "Recent Worst".

Recently Seen	Recent Best	Recent Worst
www.labwaremobile.com	bpinet.bancobpi.pt A+	egrants.cns.gov F
k-olimpia.unideb.hu	hydra.convokesystems.com A	hatvaniverseny.unideb.hu T
qual-ctg.e-citiz.com	dimastersoftware.ch A	mutualservicesgateway.visa.c... T
pli.ifciltld.com	joldija.lt A	ssl-proxy-default-f55.dvb.co... T
paradeo.com.mm	www.blinc.jp B	api.scombia.com T

Tools you can use... Qualys SSL Labs - <https://www.ssllabs.com/ssltest/>





How do we help keep remote users safer?

Tools you can use... Gravityzone by BitDefender-

<https://www.bitdefender.com/business/smb-products/business-security.html>

FEATURES & BENEFITS
TECHNOLOGIES & ARCHITECTURE
RATINGS & REVIEWS
RESOURCES
SPECIFICATIONS & FAQs NEW
DATASHEET

Bitdefender layered next generation endpoint protection platform

Uses adaptive-layered architecture that includes endpoint controls, prevention, detection, remediation and visibility.

RISK ANALYTICS AND HARDENING							
	Patch Management	Full-Disk Encryption	Web-Threat Protection	Application Control	Device Control	Firewall	Endpoint Risk Analytics
PREVENTION							
	Signature & Cloud Lookup	Local & Cloud ML	Exploit Defense	Network attack Defense	Email Security		
DETECTION AND RESPONSE							
	Process Inspector	Access Blocking	Quarantine	Disinfection & Removal	Process Termination	Rollback	
REPORTING AND INTEGRATION							
	Dashboard & Reports	Notifications	SIEM Integration	API Support			

Tools you can use... KnowBe4 - <https://www.knowbe4.com/>

The screenshot shows the KnowBe4 website with a navigation bar at the top containing links for 855-KnowBe4, Blog, Support, Partners, Request A Demo, and Account Login. Below the navigation bar is the KnowBe4 logo with the tagline "Human error. Conquered." and a secondary navigation bar with links for PRODUCTS & SERVICES, FREE TOOLS, PRICING, RESOURCES, ABOUT US, and CONTACT US.

The main content area features a large graphic of a Forrester Wave report titled "THE FORRESTER WAVE™ Security Awareness And Training Solutions Q1 2020". The report is a quadrant chart with "Stronger current offering" on the y-axis and "Stronger strategy" on the x-axis. The quadrants are labeled: Challenges, Contenders, Strong Performers, and Leaders. KnowBe4 is positioned in the Leaders quadrant, along with CySafe, Intus, and Inspire Learning. Other companies like Elevate Security, Proofpoint, Mimecast, Webroot, Kaspersky, PhishLabs, MedialFRO, and Confense are in the Strong Performers and Contenders quadrants.

Below the report graphic, the text reads: "KnowBe4 Named a **Leader** in The Forrester Wave™: Security Awareness and Training Solutions, Q1 2020". Below this, a call to action says: "» Download Your Complimentary Copy of the Report".

What do you make of the Register.com and Network Solutions issues last month?

Other Questions?





Ask the CIO

Questions not answered? Connect with us...



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www.theciohour.com

Final Thoughts

- This type of effort lacks “sizzle” but it helps keep you safe, mitigate risk and arm you to defend your organization in case of an incident.
- This is a journey – repeatable steps taken consistently. Don’t fall into the destination trap.
- Join us in July for “PCI in July” – we will be joined by Affinipay and look at PCI compliance and ways to streamline your compliance.
- This will be posted on theCIOHour.com in a few days.