

# NICE Webinar Series

NATIONAL INITIATIVE FOR CYBERSECURITY EDUCATION



Shopping Safely Online and the Work of Cybersecurity Awareness and Behavior Change

December 18, 2019

# NICE Cybersecurity Workforce Framework Resource Center

## Introducing a new website!

...to help provide information and resources on consulting and implementing a national-focused resource that categorizes and describes cybersecurity work.

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[nist.gov/nice/framework](https://nist.gov/nice/framework)



# Review and Updates to the NICE Cybersecurity Workforce Framework



**We're seeking input on updates to the  
NICE Cybersecurity Workforce Framework**

*Improvements to the NICE Framework*

*Awareness, Applications, and Uses of the NICE  
Framework*

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The public is invited to provide  
input by January 13, 2020.

**[nist.gov/nice/framework](https://nist.gov/nice/framework)**

# Timeline for Review and Updates to NICE Framework

Engagement with Key Stakeholders  
*Pre-November 2019*



Webinar to Describe Process and Request for Comments  
*December 2019*



Adjudicate Comments Received  
*January-February 2020*



First Draft of Changes for Comments  
*June 2020*



Updates to Tasks, Knowledge, Skills, and Abilities, *November 2019-2021*

Announcement of Request for Comments  
*November 2019*



Request for Comments Deadline  
*January 2020*



Consultative Process  
*March-May 2020*



Final Draft of Changes  
*November 2020*



# Shopping Safely Online- Human Security Career

<https://sans.org/security-awareness>

# | Your Speaker – Lance Spitzner

- Director, SANS Security Awareness
- Twenty years security professional
- Prior life as a tank officer



# | Agenda

- Securely Shopping
- Human Security as a Career



# The Problem

*cyber attack*

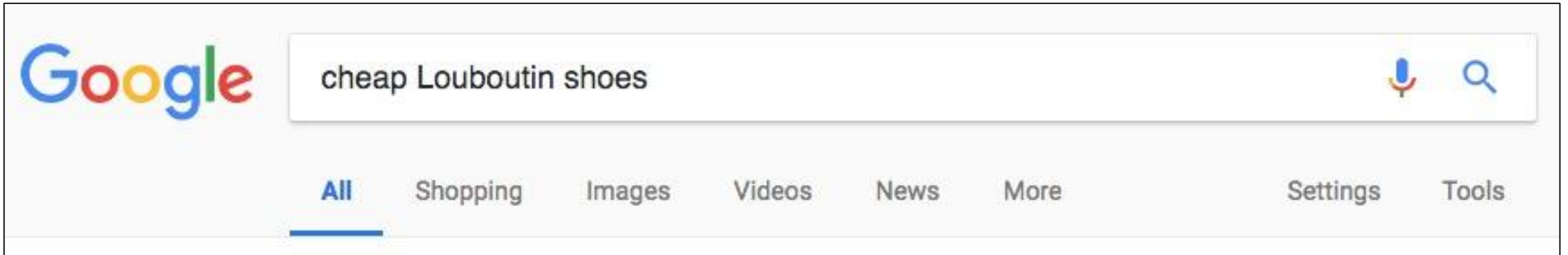
ng the industries  
sharp increase in



# | Tis The Season

- Bad guys know this is the time of year people go online to find the perfect deal
- Bad guys setup dodgy websites or accounts that take your money and
  - Steal / resell your credit card and information
  - Never ship your item or ship counterfeit or stolen items

# | What NOT to Do



About 146,000,000 results (0.38 seconds)

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(Ad) [us.christianlouboutin.com/Shoes](http://us.christianlouboutin.com/Shoes)

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Sexy Solid Stiletto Pumps  
**\$49.99**  
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Christian Louboutin Pigall...  
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**\$18.00**  
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Christian Louboutin Black...  
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The RealReal

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[www.biostation.info/](http://www.biostation.info/)

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REVIEWS

SHOPPING

FAQ

REGISTER

CATEGORY

Categories

Best Seller

Christian Louboutin 2015

Hot

Women

Ankle Boots

Ballerinas

Bianca

Black Collection

Booties

Boots

Bridal

Daffodile

Evening

Flat Sandals

Flats

Glitter

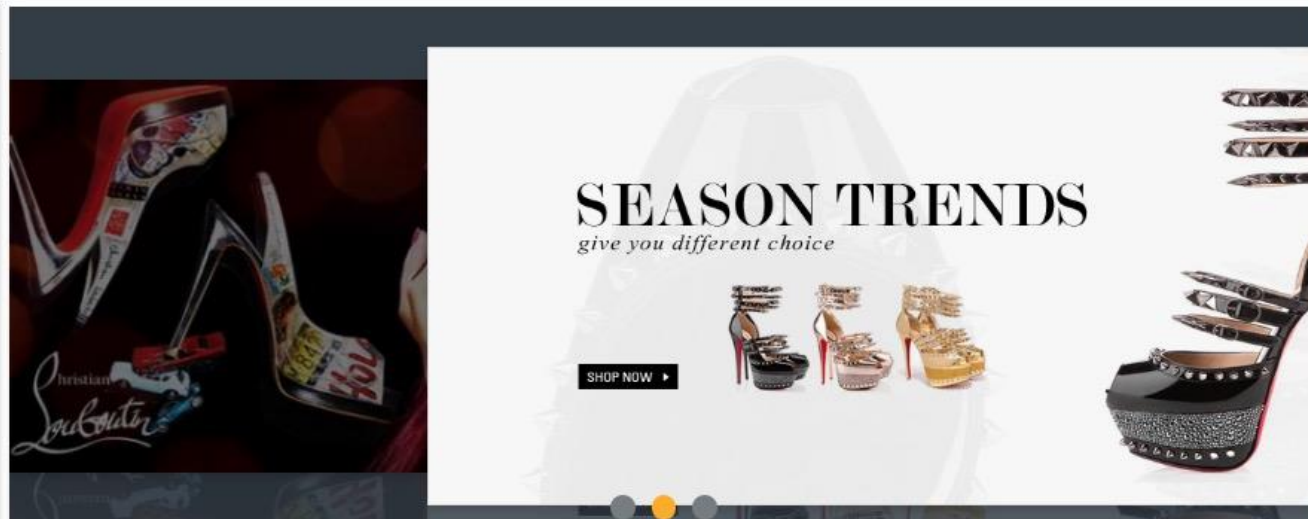
Loafers

Mary Jane Pumps

Peep Toe Pumps

Pigalle

Platforms



FEATURED PRODUCTS



Christian Louboutin Altadama 140mm Peep Toe Pumps Black

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Christian Louboutin Altadama 140mm Peep Toe Pumps Nude

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**Categories**

- Best Seller**
- Christian Louboutin 2015**
- Hot**
- Women**
- Ankle Boots**
- Ballerinas**

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## FEATURED PRODUCTS



Christian Louboutin Altadama  
140mm Peep Toe Pumps Black

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~~\$312.00~~ **\$95.00**

**Save: 70% off**

# | Dodgy Contact

Home > Contact Us

Dear, due to the recent strict control of bank transactions on the Internet, please give priority to visacard payment. If the visacard payment is not successful, you can change the mastercard to pay again!

Dear customer, if you have any questions, please contact our customer service. E-mail : [sell2015aaron@gmail.com](mailto:sell2015aaron@gmail.com)

All inquiries are answered within 1 to 12 Hours. If you have not heard from us, please check your Spam Folder or Junk folder.



# Dodgy Payment

## 5. Why is my payment declined?

- a. Check the information you filled in while paying.
- b. Check whether there is enough money in your card.
- c. Cards with low credits will be declined.
- d. Using wrong card which we can not accept.
- e. Your order's transaction is more than \$974 (**Minimum/Maximum transaction: \$3 / \$ 970**)
- f. If all the info you put in is correct, the most impossible reason is that your credit card company or your bank doesn't authorize this transaction yet. This is oversea transaction, you need to try several times or may call your credit card company or bank to make them authorize this transaction.

## 6. What to do after my declined payment?

- a. Try several times to check out or contact your bank to process your next order, and try it again.
- b. Change another card to pay.
- c. **Contact us** to send payment via other methods such as Moneygram or western union.

# | What To Do?

- Be sure you are purchasing items from a website you trust. Safest is to use sites you or your family / friends have used in the past and know are good
- Buying something online from a site you never heard of to save \$5 bucks is quickest path to pain



# | What to Look For

- Verify website has legitimate mailing address, email and phone number. Call number to confirm.
- Be very suspicious if website appears to be exact replica of well-known sites you have used before
- Grammar or spelling mistakes in site
- Check site's name in Google for feedback

About 45,800,000 results (0.41 seconds)

**Zappos.com Official Site**

[www.zappos.com/](http://www.zappos.com/)

★★★★★ Rating for zappos.com: 4.9 - Average delivery time: 1-2 days  
Free Shipping and Returns, Great Customer Service. Order Shoes Today. Free Shipping & Returns. 24/7 Customer Service. Shop New Arrivals. Free Returns For 365 Days.

**Women's Shoes**

Huge Selection of Women's Shoes.  
Free Shipping & 365 Day Returns!

**Men's Shoes**

Fast & Free Shipping on Men's Shoes  
Huge Selection & Free Returns!

**Zappos.com: Shoes, Sneakers, Boots, & Clothing + FREE SHIPPING**

<https://www.zappos.com/>

GET FREE SHIPPING & RETURNS! We have 1000s of styles of shoes & Zappos legendary 365-day return policy + 24/7 friendly customer service.

**Women's Shoes**

Women's Shoes: Boots, Heels, Sneakers & More. Home ...

**Sneakers & Athletic**

Free shipping BOTH ways on Sneakers & Athletic Shoes, Men ...

**Men's Shoes, Shipped FREE**

Free shipping BOTH ways on shoes, clothing, and more! 365 ...

**Women**

Women. 28264 items found. Sort By. Relevance, New Arrivals ...

**Zappos**

Online retail company



zappos.com

Zappos.com is an online shoe and clothing retailer based in Las Vegas, Nevada. The company was founded in 1999 by Nick Swinmurn and launched under the domain name Shoesite.com. In July 2009, Amazon announced that it would acquire Zappos in an all-stock deal worth around \$1.2 billion. [Wikipedia](#)

**Customer service:** 1 (800) 927-7671

**CEO:** Tony Hsieh (1999-)

**Parent organization:** Amazon.com

**Headquarters:** Las Vegas, NV

**Founder:** Nick Swinmurn

**Subsidiary:** 6pm



## WARNING

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Placeholder text consisting of four horizontal gray bars of varying lengths, representing a list of items or a paragraph of text.



# | Third Party Sellers

- Some trusted websites have multiple third-party sellers (Amazon)
- Check each seller's reputation, read comments
- Be wary of new sellers or extremely cheap
- What is the return policy?

# Credit Card / Bank Accounts

- Use credit cards, not debit cards or wire transfer
- Review your credit card statements and have automated alerts for purchases
- Consider gift cards or PayPal as you do not give your credit card number
- Detected credit card fraud? Call your bank right away!

# Q & A



The background is a stylized illustration of a city street. In the center, a woman with long brown hair, wearing a red blazer and a blue skirt, holds a brown clipboard. To her left, a woman in a white hijab and a grey blazer stands with her hands on her hips. Further left, a man in a grey suit and tie stands with his hands on his hips. To the right of the central woman, another man in a grey suit and tie stands with his hands on his hips. The background features grey buildings, trees, and a clear sky. The text 'Career in Human Security' is overlaid in the center in a large, white, sans-serif font.

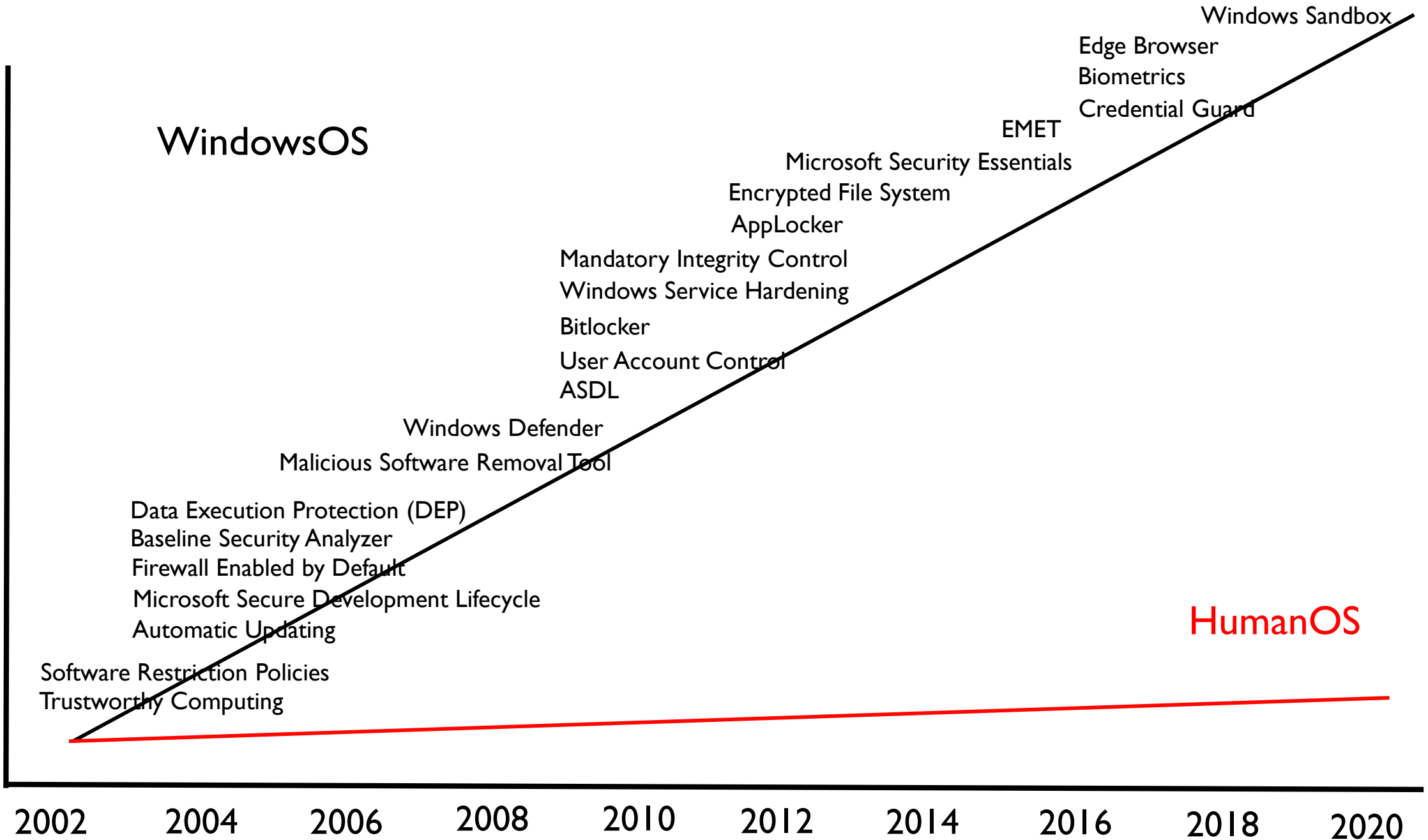
# Career in Human Security

# | Security Awareness & Culture

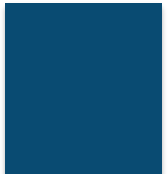
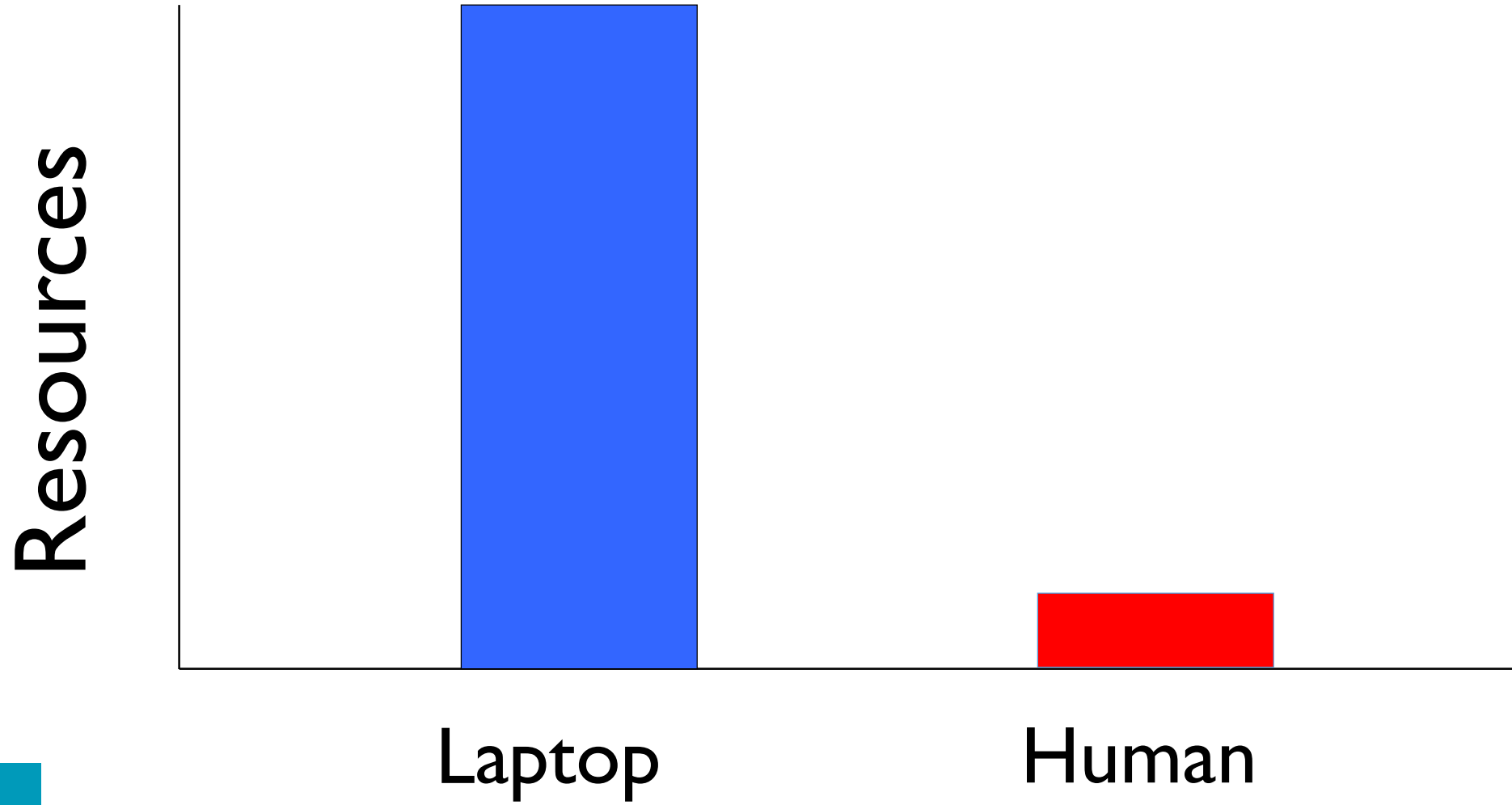
- There is an entirely new field dedicated to the human side of cybersecurity.
- Role is to secure the Human Operating System
- Audience is entire workforce
- Focus on changing behaviors / culture, not skills.



# Security Controls

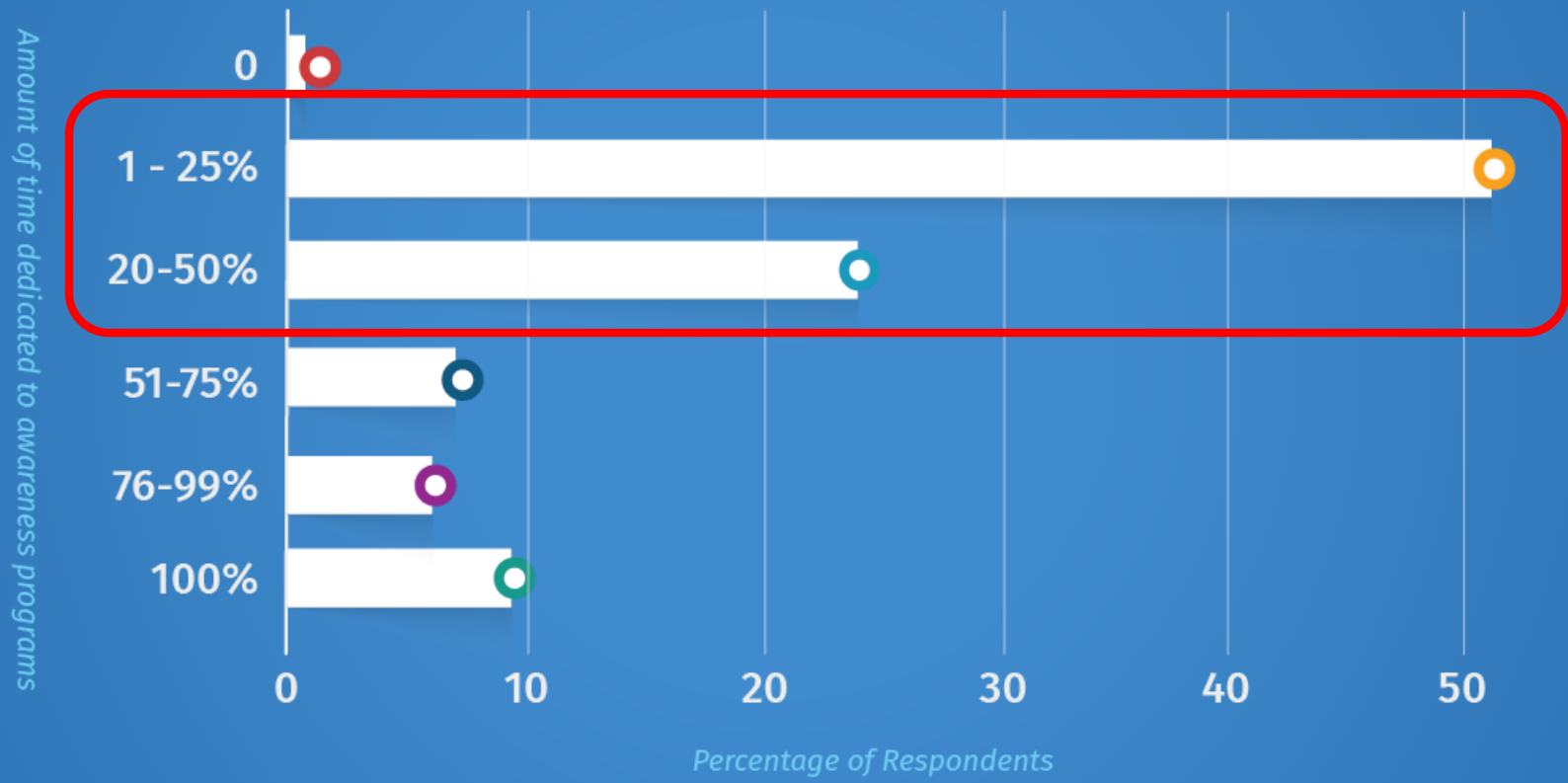


# Technology versus Human Investment

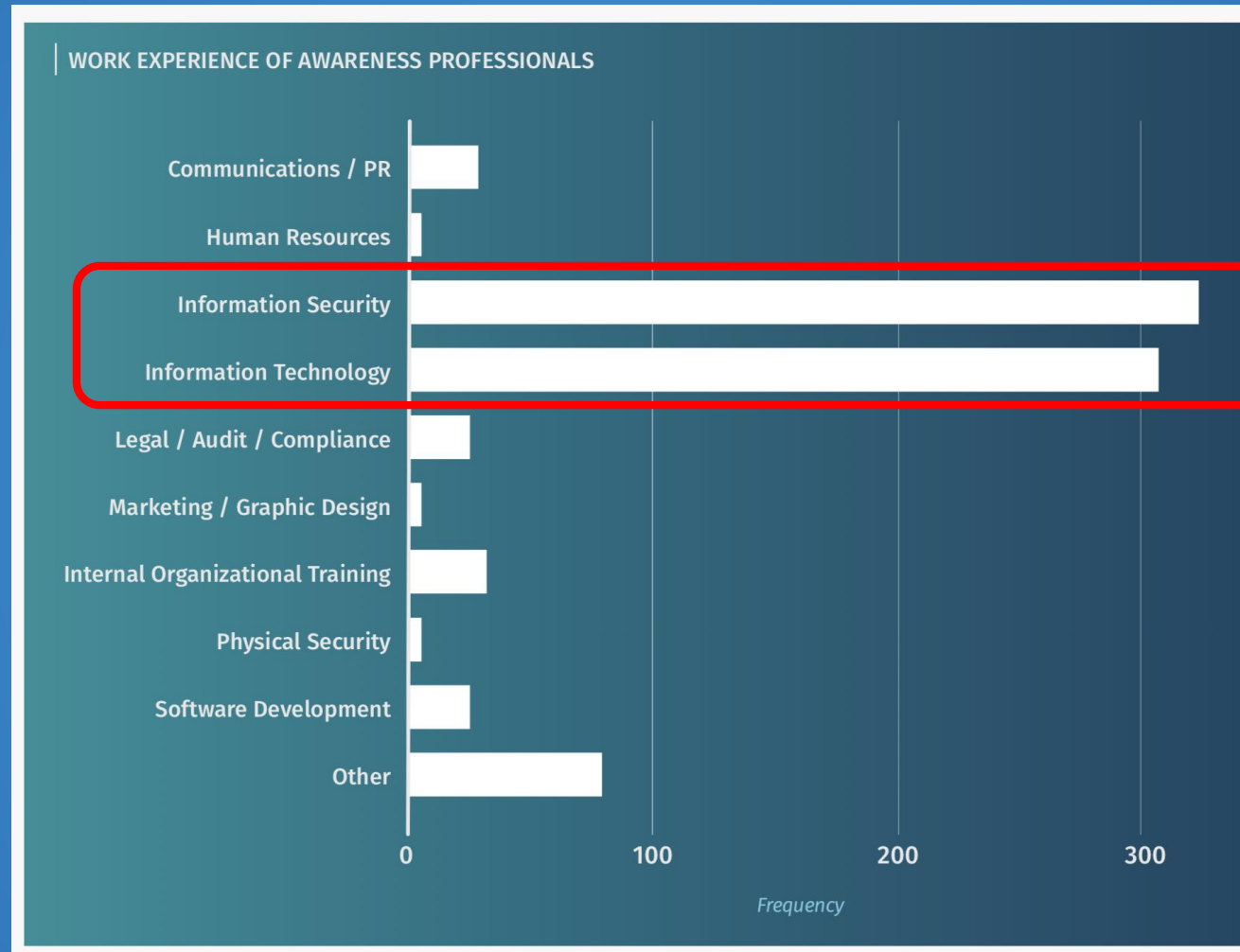


# Time Spent on Awareness

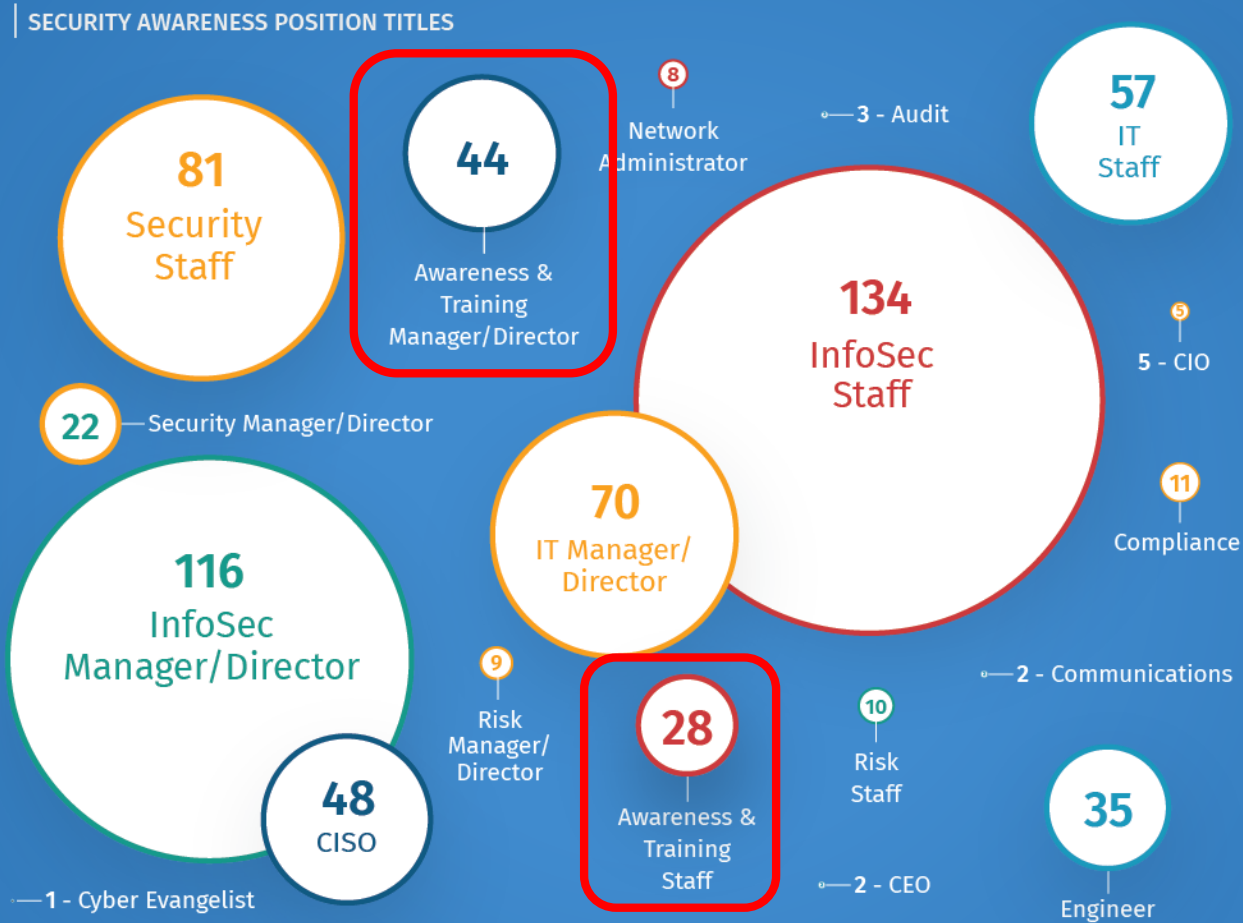
TIME SPENT MANAGING SECURITY AWARENESS



# Typical Background



# Security Awareness Titles

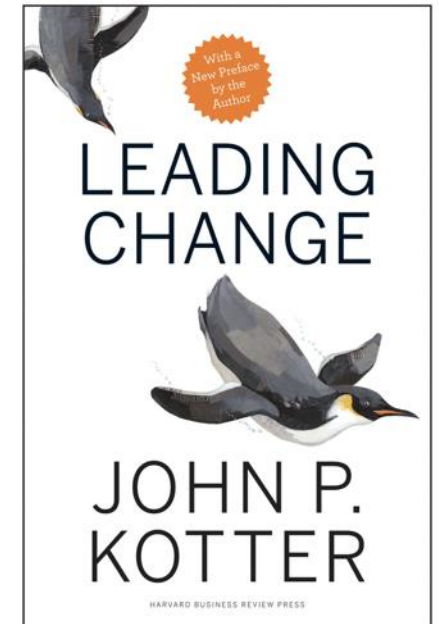
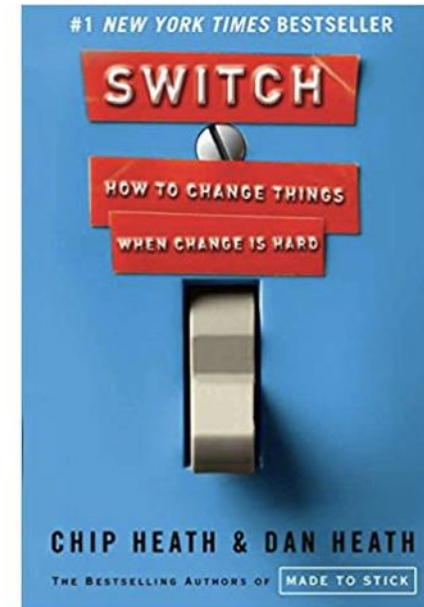
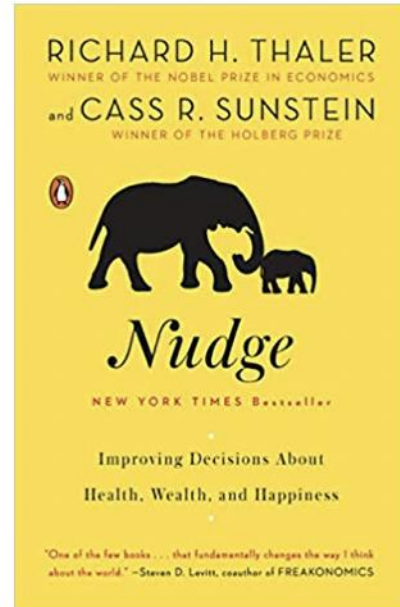
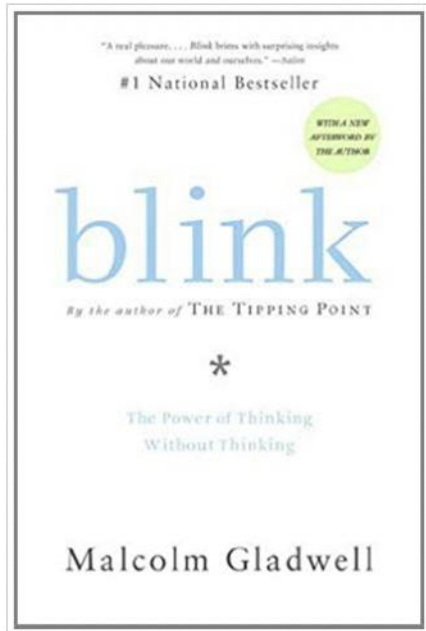
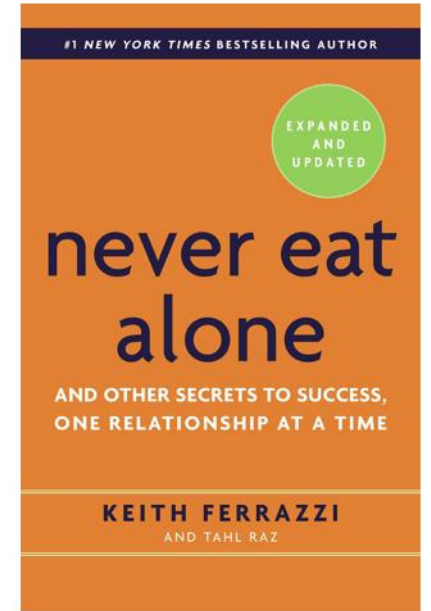
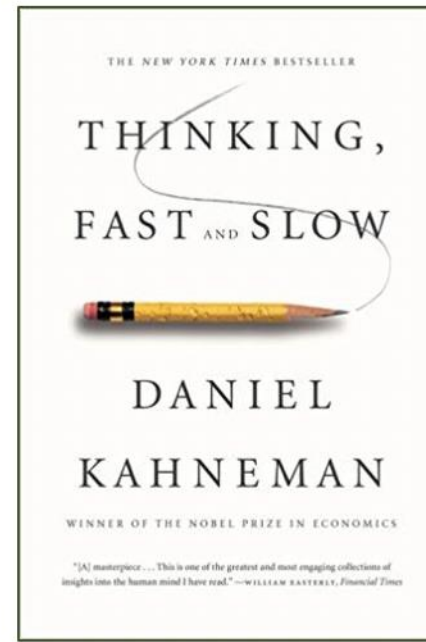
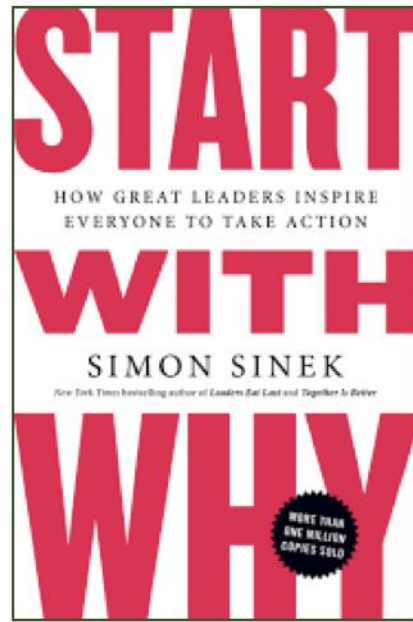
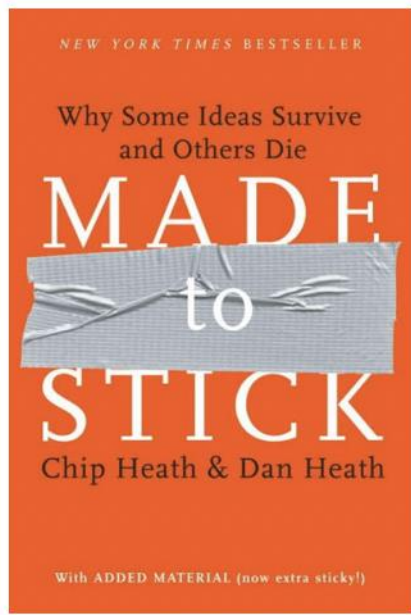


# | Security Awareness Manager

- Strong soft skills (marketing, communications)
- Works with and engages people
- Focus is on behavior / culture change
- Field of organizational change







<b>Work Role Name</b>	<b>Security Awareness &amp; Communications Officer</b>
<b>Work Role ID</b>	<b>OV-TEA-003</b>
<b>Specialty Area</b>	<b>Training, Education and Awareness (TEA)</b>
<b>Category</b>	<b>Oversee and Govern (OV)</b>
<b>Work Role Description</b>	Builds, maintains and measures the organizations security awareness and communications program with the goal of securing the workforce's behaviors and ultimately creating a secure culture.
<b>Tasks</b>	T0001, T0025, T0030, T0073, T0094, T0101, T0224, T0248, T0316, T0320, T0321, T0322, T0323, T0341, T0345, T0352, T0357, T0365, T0367, T0380, T0382, T0384, T0425, T0437, T0442, T0443, T0450, T0451, T0467, T0519, T0520, T0534, T0535, T0926
<b>Knowledge</b>	K0002, K0004, K0115, K0124, K0204, K0208, K0213, K0215, K0216, K0217, K0218, K0220, K0226, K0239, K0243, K0245, K0250, K0252, K0628,
<b>Skills</b>	S0052, S0070, S0100, S0101, S0296, S0301, S0356
<b>Abilities</b>	A0004, A0006, A0011, A0012, A0013, A0014, A0016, A0017, A0018, A0020, A0022, A0057, A0070, A0083, A0089, A0105, A0106, A0114, A0119, A0171

# | Career Path

[sans.org/sssa-careerdev](https://sans.org/sssa-careerdev)

# Monthly OUCH Security Newsletter



[sans.org/ouch](https://sans.org/ouch)

# Q & A

# Thank You for Joining Us!

**Upcoming Webinar: “Learning Cybersecurity Principles for the Practice of Information Security”**

**When: Wednesday, January 29, 2020 at 2:00pm EST**

**Register: <https://nist-nice.adobeconnect.com/webinarjan2020/event/registration.html>**

[nist.gov/nice/webinars](https://nist.gov/nice/webinars)