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# CYBER THREATS TARGETING HIGH LEVEL INDIVIDUALS: IS YOUR ORGANIZATION PREPARED?

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# INTRODUCTION

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Andrea Henson-Armstrong, The Justice Management Institute, FIRST Conference 2014, Boston, MA

# OBJECTIVES

- ❑ UNDERSTAND THE HUMAN SIDE OF CYBER THREATS
- ❑ KNOW HOW TO REPORT, MITIGATE AND/OR REMOVE
- ❑ CREATE STRATEGIES FOR TRUSTED AVENUES OF DISCLOSURE
- ❑ DEVELOP & DEPLOY EDUCATION AND TRAINING FOR OFFICIALS AND THEIR FAMILIES



# THE HUMAN SIDE OF CYBER THREATS

CASE STUDIES



# WHAT ARE THEY DOING?

THE KEY TO UNDERSTANDING SOCIAL MEDIA  
SUCCESS IS UNDERSTANDING YOUR  
AUDIENCE BY ASHLEY ZECKMAN SEE

[HTTP://WWW.TOPRANKBLOG.COM/2012/02/AUDIENCE-SOCIAL-MEDIA-SUCCESS/](http://www.toprankblog.com/2012/02/audience-social-media-success/)



# HOUSE OF CARDS – FRANK UNDERWOOD



Frank Underwood, House of Cards, <http://i.imgur.com/hFB1uc3.png>

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# “YOU (SIC) FAMILY SHOULD ALL BE KILLED”

MLB INVESTIGATED DEATH THREAT TO KHRIS DAVIS, [HTTP://WWW.JSONLINE.COM/BLOGS/SPORTS/260839191.HTML](http://www.jsonline.com/blogs/sports/260839191.html) (MAY 27, 2014)



Milwaukee Brewers leftfielder Khris Davis.

Mark Hoffman

By Tom Haudricourt of the Journal Sentinel

May 27, 2014

Tweet { 51 }

Recommend { 133 }

reddit this!

EMAIL

PRINT

(31) COMMENTS

Brewers leftfielder Khris Davis revealed Tuesday that he received a recent death threat deemed serious enough to be investigated by Major League Baseball.

Davis said he received the death threat on Twitter while the team was in Chicago on the last road trip. He told club officials, who contacted MLB's investigative wing.

The tweet, attributed to "Xero Vanderbilt," referenced Davis' Twitter name and, using a racial epithet, said "You (sic) family should all be killed."

The tweet, attributed to "Xero Vanderbilt," referenced Davis' Twitter name and, using a racial epithet, said **"You (sic) family should all be killed."** (Emphasis Added)

Davis, 26, in his first full year in the major leagues, called the threat "a distraction" but it was obvious it was much more than that for a period. Davis said manager Ron Roenicke gave him a pep talk after the threat to encourage him not to let it change him as a person or player.

Davis was struggling at the time at the plate. Asked if he lost confidence, he said, "No, it's just out of frustrations of other distractions, really. It's not like 'Can I play here?' It's more of the distractions around me annoying me.

**"Recently, I had a death threat on my Twitter. MLB checked it out. Unfortunately, yes (there were bad intentions). I don't know. It's a crazy world. I was in Chicago. They tagged me with some stuff and I didn't have a good game."** (Emphasis Added)

## **Chimerix CEO faced death threats before Durham company provided drug to ill first-grader**

BY JOHN MURAWSKI

[jmurawski@newsobserver.com](mailto:jmurawski@newsobserver.com) March 12, 2014

Speaking in his executive office on Wednesday, Moch said he wouldn't validate the strategy behind the threats by divulging details. But he noted that he and his 54-employee company experienced the "dark side" of the social media phenomenon.

# SUFFERING IN SILENCE: THE DARK SIDE OF JUDGING PRESENTING THE “WHAT IF SCENARIO”

- OVERVIEW FEDERAL JUDGE’S CAREER
- 16 YEARS IN CAREER - NOMINATED BY PRESIDENT CLINTON 1998
- FAMILY – ELDERLY PARENTS, WIFE, CHILDREN & GRANDCHILDREN
- WEBSITES
- SOCIAL MEDIA PACKAGE OF THREATS
  - YOUTUBE
  - FACEBOOK
  - MEETUPS

# OCWEEKLY.COM

## 3. MinutemanCDC\_SC

*March 9th, 2010 @ 11:07 pm*

Even Patriots, Constitutionlists, and Marines are open to persuasion concerning their own enlightened self-interest.

A few closeup pictures of the honorable judge's grandchildren at the playground, a few pictures of decapitated and disemboweled victims with "MS-13" carved into their flesh, all slathered with HIV-tainted blood and stuffed into the judge's mailbox... yeah, that should do it.

[http://blogs.ocweekly.com/navelgazing/2010/03/orly\\_taiz\\_approves\\_threats\\_aga.php](http://blogs.ocweekly.com/navelgazing/2010/03/orly_taiz_approves_threats_aga.php)

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# REMOVAL, REPORTING AND MITIGATING

- REVIEW TERMS OF USE AGREEMENTS
- REVIEW IMAGES
- CONTACT LAW ENFORCEMENT
- REMOVE PERSONAL INFORMATION
- PROACTIVE MAY MEAN DOMAIN NAMES, BLOGS, YOUTUBE, FACEBOOK, ETC.
- EMPLOYEE EDUCATION AND TRAINING

The slide features a light gray background with several realistic water droplets of various sizes scattered in the corners. The droplets have highlights and shadows, giving them a three-dimensional appearance. The main text is centered in a bold, black, sans-serif font.

# KNOW HOW TO REPORT, MITIGATE & REMOVE

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# HOW DO YOUR OFFICIALS REPORT THREATS RIGHT NOW?

- DON'T REPORT
- CALL THE IT GUY
- CALL THE CIO
- TELL THEIR PROGRAM ASSISTANT
- ASK A JUNIOR EMPLOYEE FOR HELP



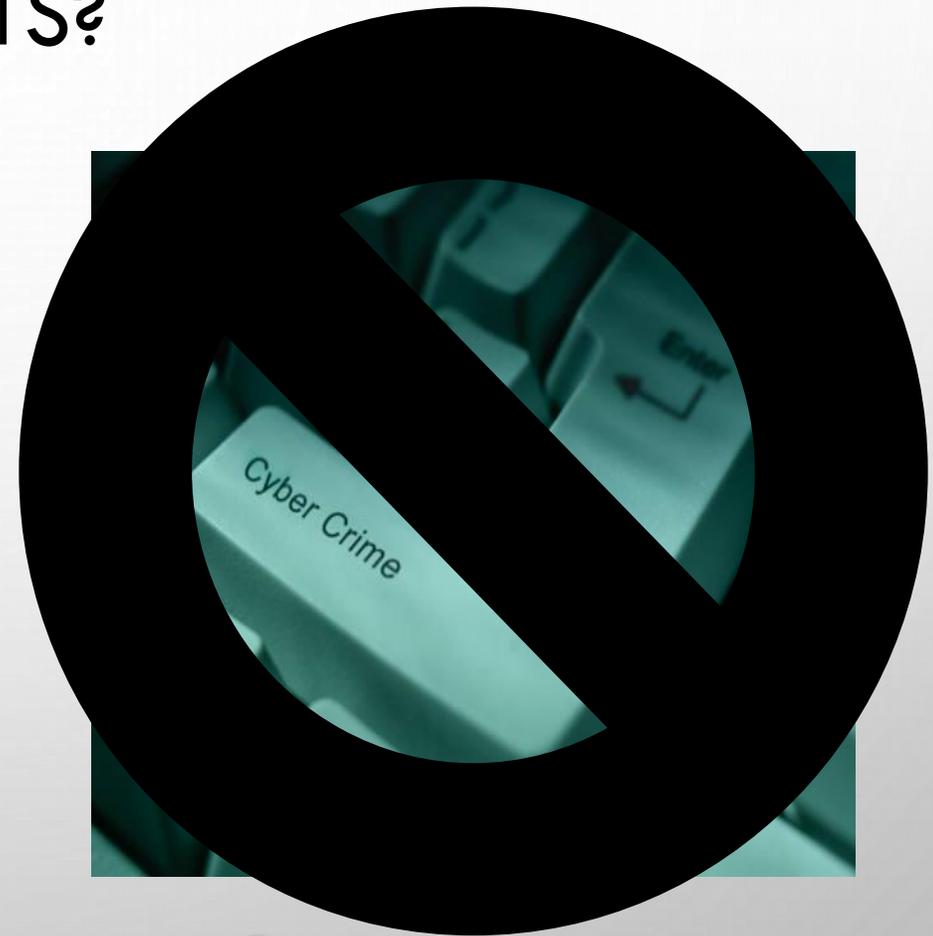
# ARE THREATS DOCUMENTED?

- NOT SURE WHAT TO DOCUMENT
- WHAT IS IMPORTANT?
- WHAT CAN BE MISSED?
- IS THE DOCUMENTATION A PHONE CALL?



# ARE THERE POLICIES ASSOCIATED WITH PERSONAL THREATS?

- WHAT DOES YOUR CYBER SECURITY PLAN DETAIL?
  - EMPLOYEE USAGE
  - SOCIAL MEDIA POLICY
  - REPUTATION RISKS TO ORGANIZATION
  - PHISHING



# HOW DOES YOUR ORGANIZATION INVESTIGATE?

- IS THE PROGRAM ASSISTANT SERVING AS INVESTIGATOR?
- IS THE OFFICIAL EXPECTED TO KNOW THIS?
- WILL THEY CALL A FAMILY MEMBER?



# MOST IMPORTANT

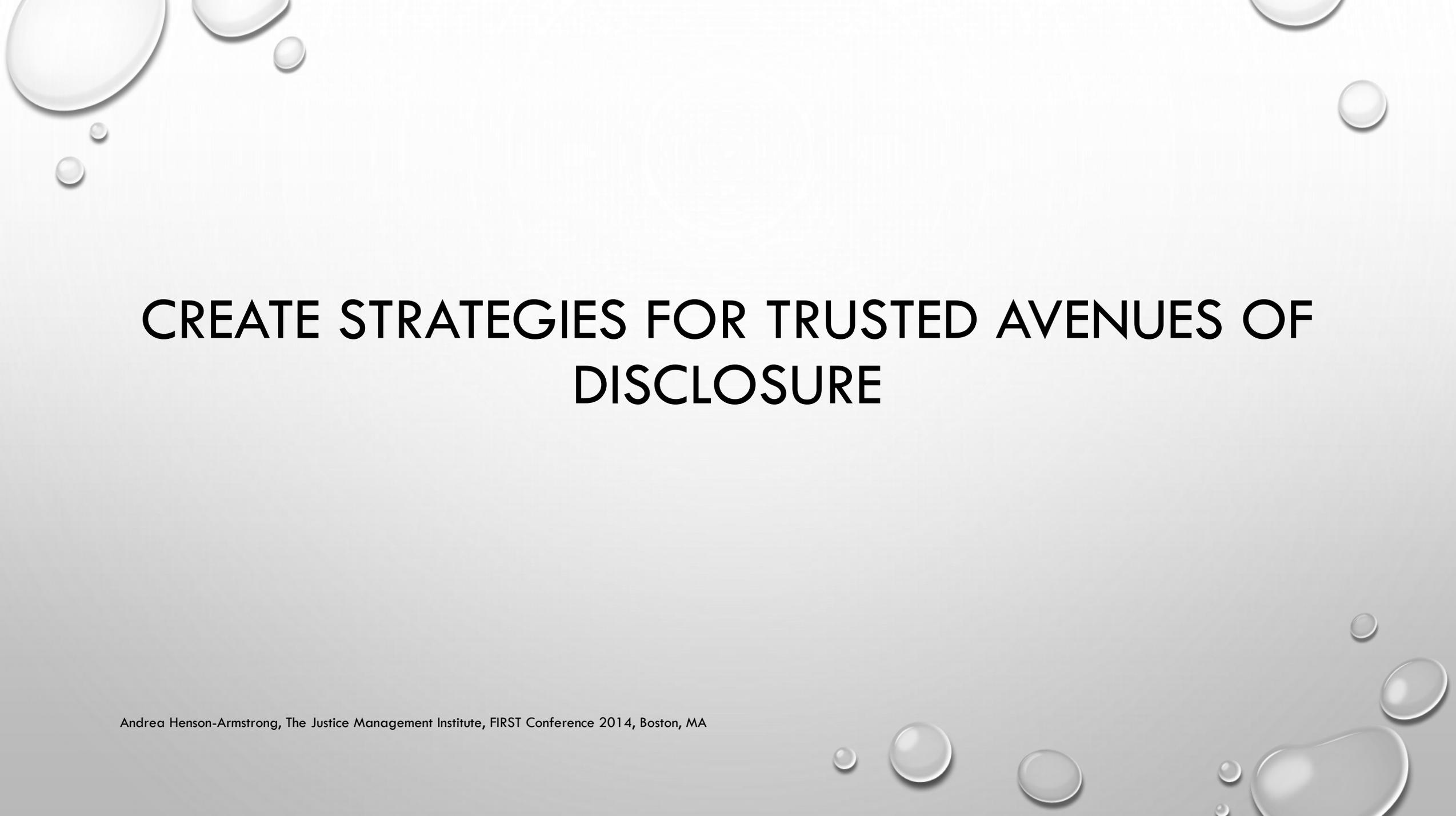
HOW DOES YOUR IT DEPARTMENT RESPOND TO THREATS?

WHO IS IN CHARGE OF RESPONDING?

DO THEY UNDERSTAND HOW TO COMMUNICATE WITH LEADERSHIP?

DO THEY UNDERSTAND THE IMPORTANCE OF IDENTIFYING AND DOCUMENTING PATTERNS?

WHAT IS THE IMPACT OF AN ONLINE PERSONAL THREAT TO A HIGH LEVEL OFFICIAL?



# CREATE STRATEGIES FOR TRUSTED AVENUES OF DISCLOSURE

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# ASSESS COMMUNICATION

- GOOD COMMUNICATION
- PHONE, TEXT OR EMAIL?
- WHERE ARE OUR TOUCH POINTS?
- CAN WE REACH OUT TO A 3<sup>RD</sup> PARTY?



# ESTABLISH POSITION AND ROLE WITH RESPONSIBILITIES

- EASY TO TALK TO
- NOT CONDESCENDING
- INFORMATIVE
- CONFIDANT



# CREATE ENVIRONMENT FOR DISCLOSURE

- HIGH LEVEL OFFICIALS RELUCTANCE TO SHARE
- COMFORTABLE SPACES
- LOOK FOR RELEVANT EVENTS
- EXPECTATION CONVERSATION



# INTEGRATE PERSONAL REPORTING INTO CYBER SECURITY PLAN

- GET RID OF THAT KNOW IT ALL ATTITUDE
- ALL SOCIAL MEDIA IS NOT BAD
- UNDERSTAND THAT PEOPLE ARE GOING TO BE ON SOCIAL MEDIA
- BE REALISTIC
- PROVIDE A PLAN

# THE PLAN SHOULD INCLUDE:

- HOW TO REPORT A THREAT – WHO, WHAT, WHERE, WHEN AND HOW?
- HOW TO MONITOR PERSONAL INFORMATION – PEEKYOU, SPOKEO, ETC.
- COMPANIES THAT OFFICIALS CAN CONTACT - BE PROACTIVE
- ROLES AND RESPONSIBILITIES OF STAFF
- HELPFUL RESOURCES AND LINKS

# HOW TO REPORT A THREAT:

- DIRECTIONS ON HOW TO CAPTURE SCREEN SHOTS
- ALL INFORMATION MUST BE CAPTURED
- IT STAFF SHOULD KNOW HOW TO DETERMINE WHO OWNS THE SITE – GODADDY OR WHOIS
- SHOULD IT BE REPORTED OR MONITORED
- EXPLAIN HOW THE THREAT SHOULD BE DOCUMENTED OR CREATE A FORM
- REMEMBER EASY AND UNDERSTANDABLE

# CYBER EXERCISES MUST INCLUDE PERSONAL THREATS

## Former Wegmans employee charged with sending online death threats to CEO

Posted: 09.08.2011 at 4:39 AM

## Activision CEO Talks About COD Dev Death Threats

Unsure how industry can take a stand in this social age.

by [Ryan Parreno](#) on 5th Sep, 2013

 Like

 Follow @gameran



# EXAMPLE

## **Occupy Wall Street Protesters Now Sending Death Threats to Lawmakers**

Several influential New York state lawmakers have received threatening mails saying it is "time to kill the wealthy" if they don't renew the state's tax surcharge on millionaires, according to reports.

"It's time to tax the millionaires!" reads the email, according to WTEN in Albany. "If you don't, I'm going to pay a visit with my carbine to one of those tech companies you are so proud of and shoot every spoiled Ivy League [expletive] I can find."

State Assembly Speaker Sheldon Silver and State Senate Majority Leader Dean Skelos reportedly received the email, as did State Assembly Majority Leader Ron Canestrari. The governor's office did not tell the New York Daily News whether the governor received the email.

The email, with the threatening subject line of, "time to kill the wealthy," was detailed and disturbing.

Read more: [[link to www.politico.com](http://www.politico.com)]

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*Pearl Harbor was an inside job.*

# SOCIAL MEDIA FOOTPRINT

TECH 5/24/2014 @ 3:57PM | 479,660 views

## The Disturbing Internet Footprint Of Santa Barbara Shooter Elliot Rodger

WEDNESDAY, JAN 12, 2011 01:13 PM EST

## Jared Loughner's disturbing video game forum posts

The suspected shooter's digital footprint tracks his violent thoughts back to a history of violent posts online

ADAM CLARK ESTES

## Jared Lee Loughner: social media footprints of Arizona shooting suspect

Sean Bonner at 2:07 pm Sat, Jan 8, 2011

# CYBER EXERCISE TO PREPARE AND CREATE DIRECTION



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<http://content.time.com/time/photogallery/0,29307,1982767,00.html>

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# DEVELOP AND DEPLOY TRAINING FOR OFFICIALS AND THEIR FAMILIES

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# CREATE AN ENVIRONMENT OF TRUST AND KNOWLEDGE

- YOUR ORGANIZATION SHOULD TAKE A HOLISTIC APPROACH TO CYBER SECURITY
- PERSONAL THREAT PLANNING SHOULD INCLUDE THE MONITORING OF PERSONAL INFORMATION AVAILABLE ONLINE
- TRAINING FOR LEADERSHIP, EMPLOYEES AND FAMILIES



# PROVIDE OPPORTUNITIES FOR DISCUSSION



# TAKE YOUR CHILD TO WORK DAY



<http://184.168.230.109/blog/1800flowers-office-culture/take-your-child-to-work-day-2012/>

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# EXTEND TRAINING TO FAMILIES



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# TRUSTED COMMUNICATION PLAN

## THE TRUST EQUATION

$$\begin{array}{c} \left\langle \text{ ( CREDIBILITY ) } + \text{ ( RELIABILITY ) } + \text{ ( INTIMACY ) } \right. \\ \hline \text{ ( SELF-ORIENTATION ) } \right\rangle \\ \qquad \qquad \qquad = \text{ TRUSTWORTHINESS } \end{array}$$

<http://trustedadvisor.com/why-trust-matters/understanding-trust/understanding-the-trust-equation>

# CONCLUSION

- ✓ UNDERSTAND THE HUMAN SIDE OF CYBER THREATS
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# CONTACT FOR MORE INFORMATION

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