Navigating the Outbreak, Part VII:
The Additional Pressure the Outbreak Places on Your Information Technology Operations
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Bio

• Over 20 years of implementing technology within the Architecture, Engineering, and Construction market segments. Specializing in data security, virtual design & construction (VDC), mixed reality, and reality capture.
Cybersecurity @ Home

- Map Your Home Network
- How Are You Connecting To The Office?
  - Company Issued Laptop?
  - Company Issued Desktop?

Source: Angus Frost – Senior Consultant, Burger Consulting Group
Workstation vs. Laptop

• Workstation Configuration
  • Operating System Updates
  • Enterprise Software
  • VPN
  • Anti-Virus Updates

• Laptop Configuration
  • Operating System Updates
  • Enterprise Software
  • VPN
  • Anti-Virus Updates

Source: Angus Frost – Senior Consultant, Burger Consulting Group
Mobile Devices

Tablets vs Smart Phones

• Physically Secure Devices
  • DO NOT Share With Family Members
• Latest Operating System Updates
• Latest Application Updates
  • Developers are Updating More Frequently
Connecting From Home

- Hard Wired?
- Wireless
- Make Sure Your Router / Modem Is Updated
- Download Speeds vs Upload Speeds
- Stress Test
  - Can You & Family Connect?
  - Any Issues?
Phishing Scheme

- File Download
- Bitcoin Extortion
- Mobile Device Scam
Attachment Phishing

- DO NOT Forward
- Call The Sender
- DELETE E-mail
- DO NOT Click

Your statement: March 04 2020

New Document: Your statement: March 04 2020

You have received a new document.

Preview: [Preview Statement 002]

Subject: Your statement: March 04 2020
Date: 2020-02-04
Message:

The document is attached to this.

CONFIDENTIALITY NOTICE: This e-mail and any attachments are for the sole use of the intended recipients and contain information that may be confidential or legally privileged. If you have received this e-mail in error, please notify the sender by reply e-mail and delete the message. Any disclosure, copying, distribution, or use of this communication by someone other than the intended recipient is prohibited.
Bitcoin Extortion

• DO NOT Reply
• DELETE E-mail
• DO NOT Click
• Change Your Passwords

I do know one of your passwords. Let’s get directly to the point. Nobody has paid me to check about you. You did not know me and you’re probably thinking why you’re getting this e-mail.

I placed a malware on the adult site (porn) site and guess what, you visited this website. I had fun (you know what I mean). While you were viewing the video clips, your web browser started downloading malware called a Remote control (Dropper having a keylogger) which gave me access to your computer and also webcam. After that, my software collected your contact details from your Addressbook, FB, as well as e-mail, and then I made a double video. 1st part shows the video you were viewing (you’ve got a nice taste lol . . .), and 2nd part displays the view of your cam, and it is u.

You did have 2 options. We will go through the choices in particulars:

First option is to neglect this e-mail message. Consequently, I am going to send out your very own videotape to just about all of your personal contacts and think regarding the humiliation you will get. And consequently in case you are in an intimate relationship, just how it would affect?

Next alternative would be to pay me $1206. Let’s call it a situation. In this situation, I most certainly will immediately delete your video footage. You can keep daily life like this never took place and you never will hear back again from me.

You will make the payment through Bitcoin (if you don’t know this, search ‘how to buy bitcoin’ in Google).

BTC Address:

1DAH4AbxMxG3wD5QxT71WPIWbN7c1VKW

[Send Bitcoin, copy & paste if]

In case you are making plans for going to the cops, very well, this mail cannot be traced back to me. I had taken care of my moves. I am not looking to change a file a bit, I only want to be compensated. I have a unique pin in this email, and now I know that you have read this email message. You have one day to pay. If I don’t receive the Bitcoin, I will n’t doubt send out your video recording to all of your contacts including family members, colleagues, and so forth. However, if I do get paid, I’ll destroy the recording immediately. If you really want evidence, reply with Yes! and I definitely will send your video recording to your 12 friends. It is a nonnegotiable offer. this does not waste my time and yours by responding to this e-mail message.
Mobile Device Scam

- DO NOT Reply
- DO NOT Forward
- DELETE Message
- Examples
  - Amazon Stimulus Money
  - Uber Eats / Door Dash, etc. Change Password
  - COVID-19 Related (Maps, etc.)
With over 14 years' experience providing strategic technology consulting to the construction industry, Angus is most often involved in performing situation assessments of current infrastructure, the applications that it supports, and the skills and processes needed within IT to fully support an organization. His portfolio of recent projects includes business continuity planning, data center reduction planning, IT staffing and IT risk mitigation.
The Impact on Infrastructure

- Business Continuity Planning...without the plan
- Supporting Work From Home (WFH) in a crisis
- Stress points for IT

Source: Angus Frost – Senior Consultant, Burger Consulting Group
Three Phases

- Provisioning
- Stabilizing
- Maintaining

Source: Angus Frost – Senior Consultant, Burger Consulting Group
Current Situation

- Partnering
- Surveying
- Inventorying
- Tracking

Source: Angus Frost – Senior Consultant, Burger Consulting Group
Equipment

- Computers
- Monitors
- Printers
- Scanners
- Headsets
- Cameras
- Phones

Source: Angus Frost – Senior Consultant, Burger Consulting Group
Applications and Files

- Local
- Client/Server
- Cloud/Web
- Mobile
- Hybrid

Source: Angus Frost – Senior Consultant, Burger Consulting Group
Connectivity

- Competing with Netflix and Xbox
- Redundancy
- Monitoring

Source: Angus Frost – Senior Consultant, Burger Consulting Group
Supporting Tools

• Communications
• Collaboration
• Task Tracking
• Time Tracking
• Training
• Support

Source: Angus Frost – Senior Consultant, Burger Consulting Group
With a strong background in software development, Jeff has spent the past 20 years guiding companies on the transformative value of technology. As Director of Strategic Accounts for eSUB Construction Software, Jeff conducts technology assessments for trade contractors and develops recommendations and roadmaps to adopt a secure and thriving IT ecosystem. His depth of IT experience in a variety of industries and his passion for outdoor adventures and Ironman competitions has made Jeff widely known as the “The Ironman of IT.” He is a popular speaker and vocal thought leader in construction, spending much of his time educating on a variety of topics to better the industry as a whole.
Communication Beyond the Tools

Single Source of Truth
Create a Communication Team and Hub

1. No more than 3-5 people - leadership team/corporate communications/ HR executive
2. Meet regularly to monitor situation as it evolves
3. Main source of information about the crisis
4. Regular updates to team-Daily

   Transparent-what you know, what you don’t know, and your sources of information

   Succinct-explain in clear language, not lawyer speak
Company Operations Tiers

Tier 1 – Normal Operations
No business travel to high-risk areas
Enforce adherence to sick leave / work from home guidance
Personal travel to high-risk areas must be followed by 14 days of self-quarantine
For the next 8 weeks, no conference attendance

Tier 2 – Abundance of Caution
Essential business travel only (CEO must approve)
Personal attendance at large public gatherings must be followed by 14 days of self-quarantine (ex: foreign & domestic travel, amusement parks, sporting events, 500+ attendees)
Individuals at high risk or with family members at high risk may work from home after working out a plan with your manager’s approval
No conference attendance

Tier 3 – Minimize Exposure
Everyone works from home

Tier 4 – Community Containment
Everyone works from home
No business travel
Respect for Perspective
Introverts & Extroverts

Check in with each person

Vary the order

Know your people
Everyone can have a voice:
Even if you don’t want to talk
Privacy and a little flare!
Project Management Basics

Documentation is critical

- Document work in place
  - Photos
  - Videos
  - Notes
- Centralized Document Controls
  - RFI
  - Change Orders
- Scheduling
  - Supply Chain
  - Manpower
- Real time Information
- Stored in the Cloud
We are better together
Questions?

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Construction firms are vulnerable to many forms of cyberattacks, including social engineering, ransomware attacks, wire fraud, and hacking.

On this episode, Nikki Ingram, a cybersecurity risk engineer with Zurich North America, talks about what you need to look out for and shares some tips and preventative measures that will help contractors protect themselves.

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Thank you.