

CITRIN COOPERMAN WEBINAR

MANAGING YOUR DEALERSHIP'S CYBER RISK DURING THE PANDEMIC AND BEYOND

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AGENDA

SECTION 1

UNDERSTANDING
THE 'NEW NORM'

SECTION 3

CYBERSECURITY – 'NEW
NORM' TOP RISKS

SECTION 2

RETHINKING YOUR MINDSET
AND APPROACH TO PRIVACY
AND SECURITY

SECTION 4

REDUCING THE RISKS



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UNDERSTANDING THE 'NEW NORM'



THE 'NEW NORM' GOING FORWARD !

Social Distancing

Social distancing has changed how your employees will interact with other employees and customers.

Some dealerships have developed unique solutions to stay in touch and sell cars such as interactive web-based tools.

During the Lockdown the government has allowed dealerships to continue selling cars online and even deliver the cars so long as certain guidelines are being followed.



THE 'NEW NORM' GOING FORWARD !

Telework

Telework has become more common as dealerships try to keep operations running via remote work.

Many dealerships have moved staffers to working remotely for the first time.

Remote workers were not prepared for the impact on their daily habits.

SURGE IN REMOTE WORK

To measure the employer response to the COVID-19 crisis, law firm Seyfarth sent a flash survey to its clients and collected responses from 550 U.S. employers from March 12 to March 16.

The results showed:



of employers surveyed were taking steps to allow employees to work from home who don't normally do so.



were actively encouraging all employees to work from home in some or all parts of the country as of mid-March.



were encouraging employees to work from home on a case-by-case basis.



were encouraging employees to work from home in hot spots.



THE 'NEW NORM' GOING FORWARD !

Cleaner and Safer

Office and worksite will be cleaner and safer.

Employees will have staggered shifts and , temperature checks.

Top-to-bottom disinfecting of work spaces, customer lounge areas, door knobs, tools and equipment.



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RETHINKING YOUR
MINDSET AND
APPROACH TO PRIVACY
AND SECURITY



- ▶ Home Internet Service Providers (ISPs) with unmanaged routers and printers
- ▶ Home automation systems in the background
- ▶ Family members listening in on conversations
- ▶ Family members sharing computers while working for different organizations or attending online schools

WORK FROM HOME - APPROACH TO PRIVACY AND SECURITY

Did we provide any guidance to remote workers?

- ▶ How to make sure work from home devices are physically secure
- ▶ How to set up home networks to separate work and personal devices
- ▶ How to conduct private communications





CYBERSECURITY – ‘NEW NORM’ TOP RISKS



TOP 3 RISKS IN THE NEW NORM

#1 - Hackers can manipulate VPNs

Virtual private networks (VPNs) have been the new lifeline for businesses.

Many home networks are already infected with malware or have compromised hardware. These machines can allow hackers to piggyback through the VPNs into your dealership network to stage attacks.

#2 – Attackers are taking advantage of human weaknesses

Hackers are developing malicious mobile apps that look like legitimate sites developed by the World Health Organization or the Federal Government. Once you click, it installs malware that steals your sensitive data.

#3 - Employees take their work computers or use their home computers in a physical space that is not as secure or private as their dealership.

Between the in-home firewalls, routers, printers, tablets, gaming consoles and home automation, remote workers' computers are at risk of being compromised by a hacker. Additionally taking conference calls within earshot of family members or even employees of other companies are compromising the privacy of sensitive information.

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REDUCING THE RISKS



PRIVACY AND SECURITY REGULATIONS

Dealerships are required by law to protect internet-connected systems, including hardware, software and data, from cyberattacks.

Security

- ▶ GLBA- Safeguard Rule (Updated)
 - FTC Cybersecurity Guidelines
- ▶ Payment Card Data Security Standard (PCI)
- ▶ 50 State Breach Notification Laws
- ▶ New York Department of Financial Services' (DFS) 23 NYCRR 500

Privacy

- ▶ European Union Global Data Protection Regulation
- ▶ California Consumer Privacy Act (CCPA)– January 1, 2020
- ▶ NY Stop Hacks and Improve Data Security Act (SHIELD Act) – March 21, 2020
- ▶ NJ Privacy Law ?

ROAD MAP TO REDUCING RISKS



Step 1: Corral your Sensitive Data (*Know what needs to be protected*)

- ▶ Discover and document all the physical and electronic locations of your dealership's sensitive data
 - Employee and HR data
 - Customer and prospect data
 - Company data
 - Financials, board meetings, legal matters, etc.
- ▶ Determine what data can be removed or deleted from systems connected to the Internet (bring paper into scope to further reduce risk)
- ▶ Implement a data protection plan that defines data classifications, retention, data locations, and data monitoring
- ▶ Never allow unencrypted sensitive data to reside on systems, workstations, laptops, tablets, and cell phones

ROAD MAP TO REDUCING RISKS



Step 2: Know your SCORE! Identify and Remediate Your Risks

- ▶ Perform a high level risk assessment of your dealership to identify :
 - Weak processes and insecure areas that are at risk of a breach
 - Areas of non-compliance with state or federal regulations
- ▶ Based on the risk assessment, prioritize your remediation efforts by level of risk – High, medium, or low
- ▶ Appoint a security official or hire a virtual Chief Security Officer (vCISO) to implement and oversee your cybersecurity program as per the guidelines of the FTC
- ▶ Implement vulnerability management
 - Internal /external scans
 - Penetration testing
 - Phishing security tests



ROAD MAP TO REDUCING RISKS



Step 3: Education is the Key to Success

- ▶ Weakest link is your unskilled untrained employee
 - Phishing simulation
 - Engage staff to bring examples of potential scams to Lunch-n-Learn
 - Encourage – If you see something, say something!





QUESTIONS?

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Please contact us
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