THE SECURITY STANDARD

Adapting Enterprise Security to New Realities, Threats and Endpoints

September 10-11, 2012 | New York Marriott at the Brooklyn Bridge | New York City

Produced by

CSO

Communicating Security Programs to Achieve Buy-In

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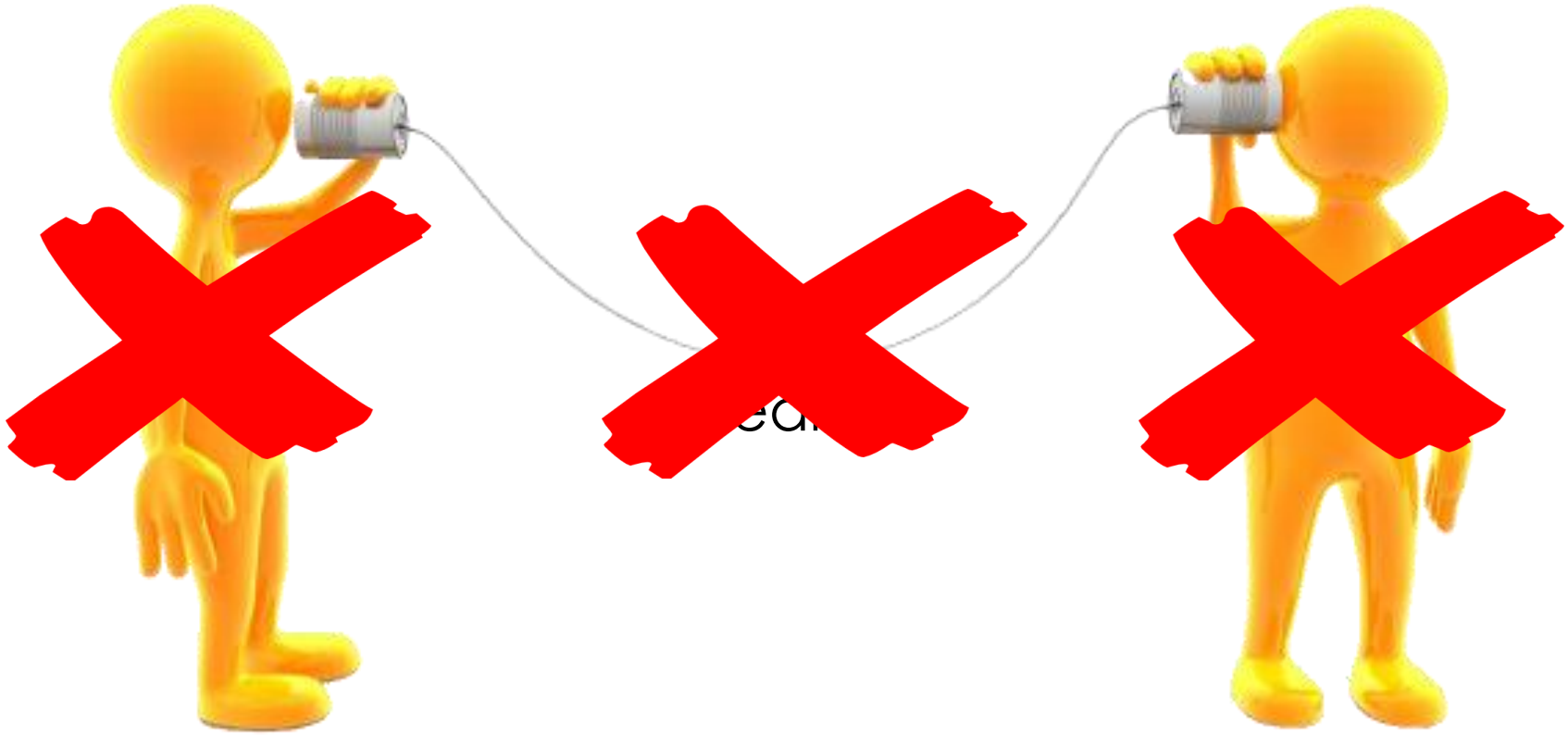
CISO

Peoples United Bank

How Communications Fail



Transmitter

Receiver

Different audiences, different information.

- Board of Directors
- Executives
- Line Management
- Technical staff
- Customers
- Consumers
- Auditors or Regulators

Situational Awareness is Critical!

- BoD Update
- Project proposal/update
- Risk analysis
- Awareness presentation
- Customer interaction
- Incident

Be Clear About ~~Your~~ Everyone's Goals.

- ☑ Information or Action?
- ☑ Increase or Reduce Concern?
- ☑ Appropriate "altitude"?
- ☑ Appropriate level of risk analysis?
- ☑ Appropriate organization impact?

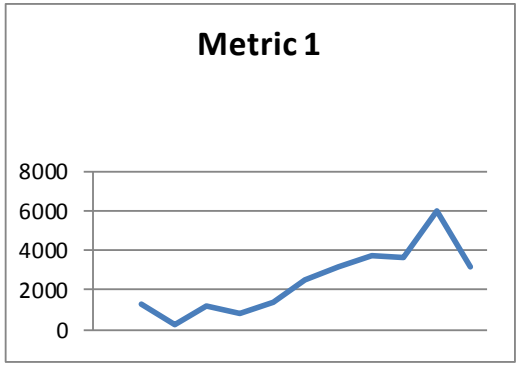


How do You Convey Risk Information?

How to Send the Wrong Message.

Identity & Access Mgmt	Description	October	November	December	Monthly Trend	Quarterly Trend	Target
IAM Metric 1	Description for IAM Metric 1	0%	0%	0%			Target 0%
IAM Metric 2	Description for IAM Metric 2	96%	90%	91%			G:>90%, Y:80-90%, R:<80%
IAM Metric 3	Description for IAM Metric 3	29%	22%	19%			N/A
Risk, Threat, & Vulnerability Management		**October**	**November**	**December**	**Monthly Trend**	**Monthly Trend**	**Target**
RTVM Metric 1	Description for RTVM Metric 1	43%	63%	14%			G:<20, Y:20-35, R:>35
RTVM Metric 2	Description for RTVM Metric 2	1.50	1.30	1.40			Target <1.0
RTVM Metric 3	Description for RTVM Metric 3	4% (2)	4% (2)	4% (3)			G:<16%, Y:16-35%, R:>35%
RTVM Metric 4	Description for RTVM Metric 4	25% (10)	24% (12)	18% (13)			G:<16%, Y:16-35%, R:>35%
RTVM Metric 5	Description for RTVM Metric 5	84	20	29			N/A
RTVM Metric 6	Description for RTVM Metric 6	28:141	7:101	34:109			G:<10%, Y:10%-35%, R:>35%
RTVM Metric 7	Description for RTVM Metric 7	7.23	4.26	5.79			Target <1.0
Incident Management		**October**	**November**	**December**	**Monthly Trend**	**Monthly Trend**	**Target**
IM Metric 1	Description for IM Metric 1	24	30	15			Target <= 10
IM Metric 2	Description for IM Metric 2	0	0	1			Target <=2
IM Metric 3	Description for IM Metric 3	0	0	3			Target <=10
IM Metric 4	Description for IM Metric 4	1	3	1			Target <=2
IM Metric 5	Description for IM Metric 5	$ -	######	$ -			N/A
IM Metric 6	Description for IM Metric 6	$ 1,500	$ 4,850	$ -			N/A
IM Metric 7	Description for IM Metric 7	2	0	0			Target = 0
Infrastructure Protection		**October**	**November**	**December**	**Monthly Trend**	**Monthly Trend**	**Target**
IP Metric 1	Description for IP Metric 1	754	1403	2450			N/A
IP Metric 2	Description for IP Metric 2	21	29	17			G:<20, Y:20-50, R:>50
IP Metric 3	Description for IP Metric 3	18	10	6			G:<10, Y:10-20, R:>20
IP Metric 4	Description for IP Metric 4	0	0	0			Target = 0
IP Metric 5	Description for IP Metric 5	4	0	0			G:<3, Y:4-10, R:>10
IP Metric 6	Description for IP Metric 6	0	0	0			G:<6, Y:6-15, R:>15
IP Metric 7	Description for IP Metric 7	N/A	91.0%	100.0%			G:>98%, Y:90-98%, R:<90%
IP Metric 8	Description for IP Metric 8	4	4	1			N/A

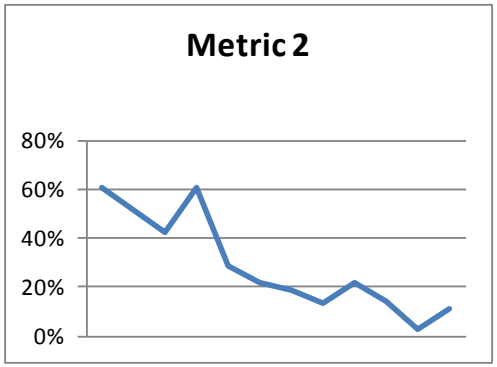
Make your point clear.



Brief description of Metric 1 .

A normal range for Metric 1 is between <X> and <Y>.

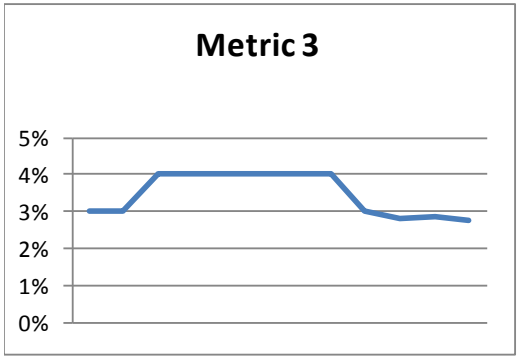
A larger number may be an indication of a problem with the company's defenses.



Brief description of Metric 2 .

A normal range for Metric 2 is between <X> and <Y>.

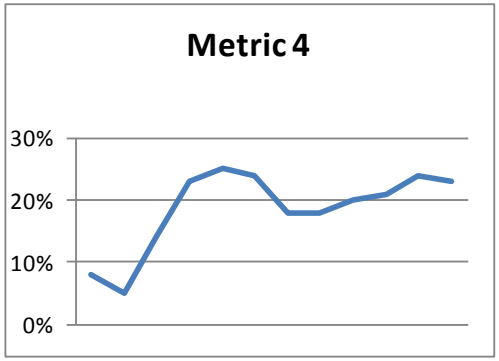
A higher number indicates a larger risk of <something> the company.



Brief description of Metric 3 .

A normal range for Metric 3 is between <X> and <Y>.

A lower value indicates that operational processes for <something> are operating well.



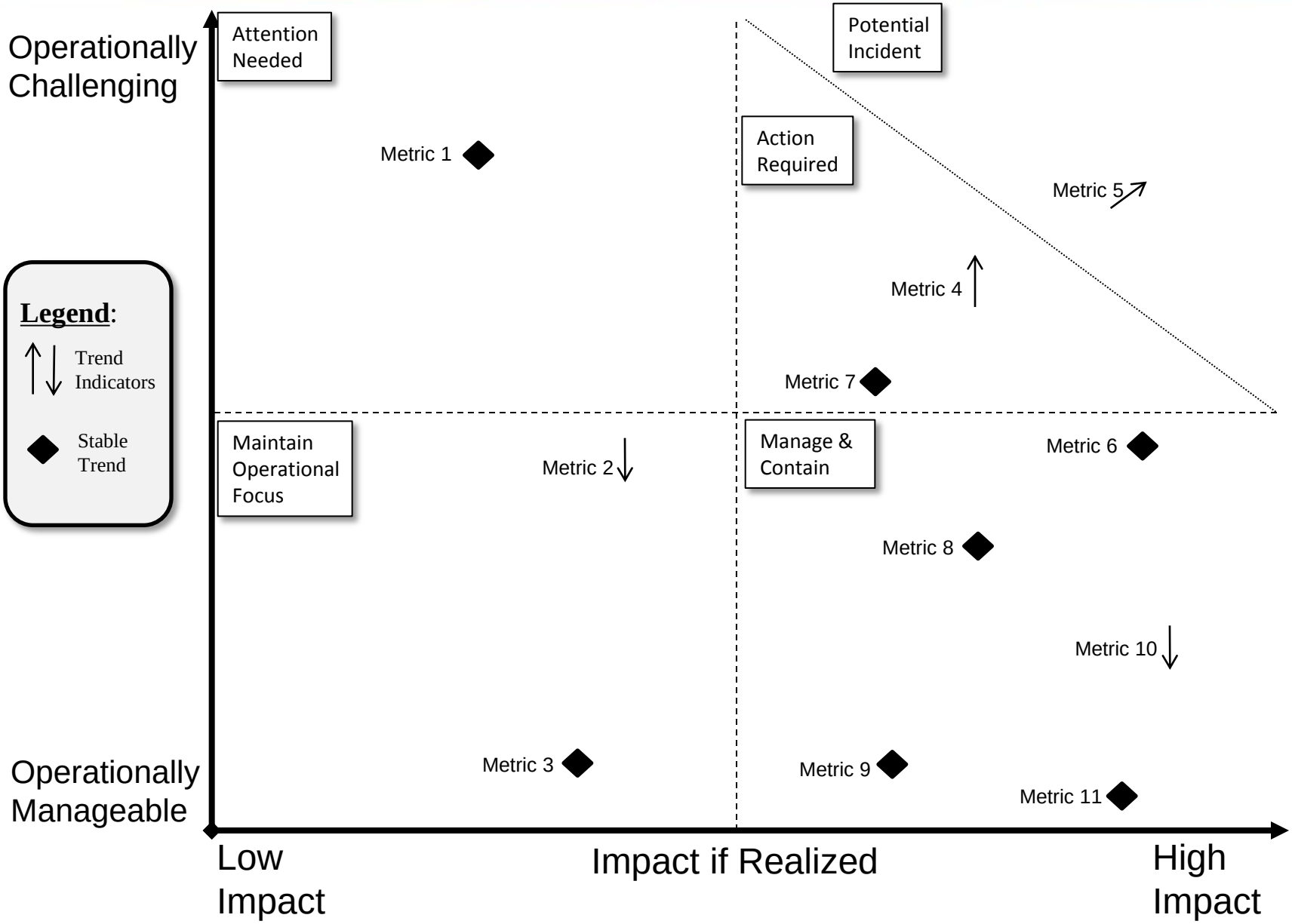
Brief description of Metric 4 .

A normal range for Metric 4 is between <X> and <Y>.

A higher value indicates that more resources may be required to address <an operational issue>.

Additional Information:

Metric 1 *This number has risen over the past few months due to <some external force>.*
Metric 2 *Increased attention in this area has reduced this problem dramatically.*
Metric 3 *Indicators in this area are operating within expected norms.*
Metric 4 *The increase in this number is the result of a full review of this area, which has not occurred for 18 months.*


Operationally Challenging
Attention Needed
Potential Incident
Action Required
Maintain Operational Focus
Manage & Contain
Legend:
Trend Indicators
Stable Trend
Metric 1
Metric 2
Metric 3
Metric 4
Metric 5
Metric 6
Metric 7
Metric 8
Metric 9
Metric 10
Metric 11
Operationally Manageable
Low Impact
Impact if Realized
High Impact

Build credibility with every interaction

Thanks for listening…

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FVP, Chief Information Security Officer
Information Technology

People's United Bank
What know-how can do SM

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