Cybersecurity: Week 1 Introduction

Blake Carver Senior Systems Administrator, LYRASIS April 2021 Cybersecurity Training for Libraries



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Week #1

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Today's Schedule

10:00 - 10:20 Welcome & course housekeeping

10:20 – 10:45 Training 10:45 – 10:50 Break 10:50 – 11:25 Training 11:25 – 11:30 Wrap up

Series Housekeeping - Outline

- Week One Welcome Explanations of why and what's wrong
 Touch on some privacy issues.
 Why are libraries, and all of us,
- targets?

 Why is security important?

 Professionals and Incentives, big
- money.
 What are they after and where are
- Week Two Securing our things

- What things do we have to secure?
 Hardware, software, etc
 How do things actually get infected?
 How can we spot it?
- How can we spot it?Email, phishing, browsers, VPNs, Tor,desktop, mobile, everything else.

- Week Three Making Your Library Defensible & Resilient
- What and why of things around the library
- Hardware, networks, ransomware
- Week Four Wrapping It All Up
- Training, planning, vendors
 Websites
 Checklists and specific steps to take

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Series Housekeeping – Expectations

Online Sessions

- 90 minutes/week for 4 weeks
- Lecture
- · Small and large group discussions
- Exercises

Optional Basecamp Work 🚱

- 30 to 60 minutes/week
- Readings
- Discussions
- Exercises

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Series Housekeeping - Guidelines

- When you disagree, challenge or criticize the idea, not the person.
- Speak from your own perspective.
- Be mindful of the time.
- One speaker at a time.
- What is said in this space, stays in this space unless you have permission.

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Today

- All about me, myself and LYRASIS

 - How did I get here?How did any of us get here?Why are we here?
- Privacy
 The Fundamentals
 Incentives & Players
 The industry & how trackers work
 - What can we do?
- Security
- Who is after us & who do we worry about?
 Why does this matter?
 What are the incentives?

 Passwords?

I'm Blake! I'm a "librarian" - I have an MLS!

I'm an LJ Mover & Shaker (2001) Library Director Teacher Programmer at a .com startup Web Librarian Records Manager Business Owner / Sysadmin / Support LISNews, LISHost & LISWire Senior Systems Administrator

In the past decade I've done this ~40 times.

@blakesterz & @lisnews

blake.carver@lyrasis.org

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About LYRASIS

- 80 years of deep history with information professionals
- Non-profit
- Community focused
- Devoted to serving members
- 1000+ members strong
- 80+ vendor partners

 ◆ LYRASIS

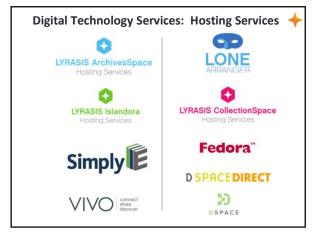
 1000+

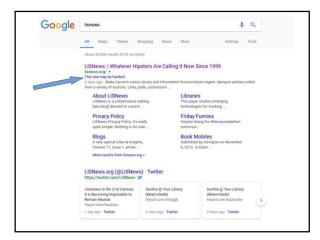
 Members

 \$500m

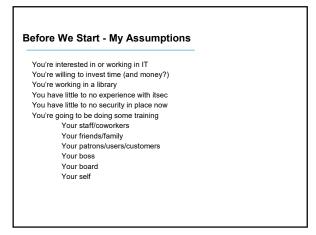
 Services Provided

 of Dollars Saved









Everything you need to know

Passwords: LENGTH&Unique
Paranoia: Think Before You Click
Backups: Frequent and Automatic

Patches: Set to Auto
Upskill: Regular training
Protect: Review all settings

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We are all targets

We all have something of value

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List O' Libraries In The News

The Kokomo-Howard Public Library
Northampton Area Public Library
Wilmer, Texas
The Bartlett Public Library District
Contra Costa library system
Volusia library
Pittsburg Unified School District
Denver Public
Onondaga County library
Spartanburg County
Brownsburg Public Library
Hardin County Schools
Daviess County Public Library
Bartlett Public Library
St. Louis Public Library
Butler County
Baltimore County Public Schools
Tillamook County

"Security & Privacy can be two different things: They can be both a feeling & a reality"

Bruce Schneier - TedxPSU

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Understanding... Information / IT / Data Privacy

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When it comes to Privacy... Librarians are different.



Privacy

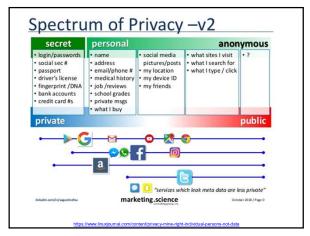
Privacy Vs. Data Privacy

The rules of privacy are being defined and redefined today.

So much of what we do is for sale now.

Things that used to be ephemeral are now permanent(ish).

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Threats To Privacy?

- 1. The government threat
- 2. The criminal threat
- 3. The corporate threat

Privacy is about controlyour loss of control over that information is the issue. We may not mind sharing our personal lives and thoughts, but we want to control how, where and with whom. A privacy failure is a control failure.	
https://www.schneier.com/blog/archives/2010/04/privacy_and_con.html	
25	
The new digital divide is between people who opt out of algorithms and people who don't	
savvier users are becoming aware about how algorithms affect their lives. Meanwhile, consumers who have less information are relying	
even more on algorithms to guide their decisions.	
Major lifeconemistro. com the new digital divide-is determine people who api api of significations and people who do no 12.4719	
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Privacy is Getting Better!	
But it's Getting Worse Faster	

Why?

Devices: There's an exponential proliferation of devices.

Data: With all those devices, comes an avalanche of data.

People: There just aren't enough focused on privacy.

Surveillance is the business of the Internet

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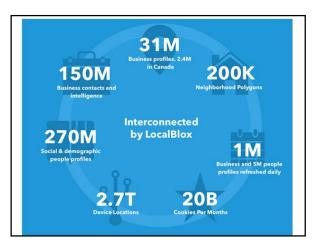
Privacy Policies

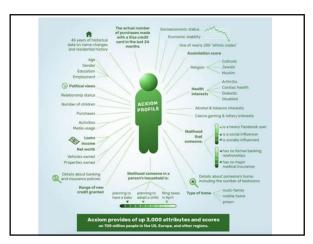
- 1)They can be changed whenever the company pleases.
- 2)They are not an agreement between you and the company.
- 3)They are theirs, not yours.

https://www.linuxjournal.com/content/privacy-still-personal

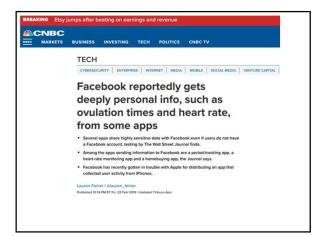
We don't know how our information is used,		
stored or shared and for how long.		
We don't know who has access		
We don't know if it's safe		
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Personal information is the currency of the entire Internet		
economy		
j		
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Angry Birds and the end of privacy		
Seemingly simple mobile games made us all way too comfortable with giving away our personal information. By Kathyn Tiffuny @kait_Effuny kathyn Effuny@vox.com Updated May 14, 2018, 8 06am EDT		
The business model that holds up the mobile gaming		
industry, digital advertising, and most major social media platforms is persistent and ravenous, very good at holding on to the information you've given it and even better at finding		
ways to enrich that information and keep it fresh, even after you've moved on to a different app. In other words, you may be over the phase		
of your life that involved Angry Birds, but Angry Birds isn't over you.		
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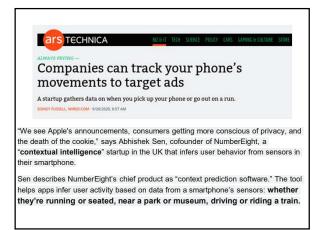








...your data is collected in ways you cannot reasonably prevent, no matter how carefully you or anyone you know behaves.





How Does This Work?

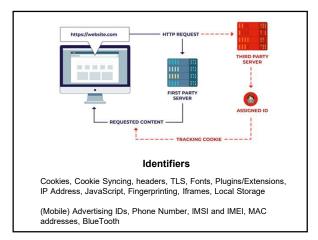
Browsing history, app usage, purchases, and geolocation data, data about our clicks, impressions, taps, and movement goes into sprawling behavioral profiles, which can reveal political affiliation, religious belief, sexual identity and activity, race and ethnicity, education level, income bracket, purchasing habits, and physical and mental health.

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Identifiers	Unique	Persistent	Available
Cookles	Yes	Until user deletes	In some browsers without tracking protection
IP address	Yes	On the same network, may persist for weeks or months	Always
TLS state	Yes	For up to one week	In most browsers
Local storage super cookle	Yes	Until user deletes	Only in third-party IFrames; car be blocked by tracker blockers
Browser fingerprint	Only on certain browsers	Yes	Almost always; usually requires JavaScript access, sometimes blocked by tracker blockers

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Identifiers	Unique	Available	
Phone number	Yes	Until user changes	Readily available from data brokers; o visible to apps with special permission
IMSI and IMEI number	Yes	Yes	Only visible to apps with special permis
Advertising ID	Yes	Until user resets	Yes, to all apps
MAC address	Yes	Yes	To apps: only with special permission To passive trackers: visible unless O performs randomization or device is airplane mode
Other Identifiers	Uniqu	e Persis	tent Available
	2000000	• Persis	
Identifiers	2000000	100000000000000000000000000000000000000	s Yes



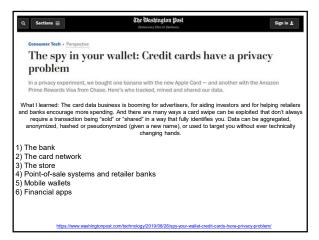


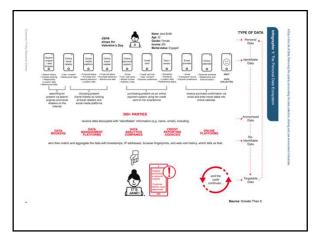
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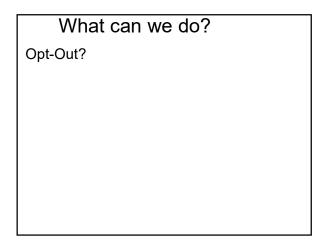
Trackers Buy / Sell / Trade / Beg / Borrow / Steal

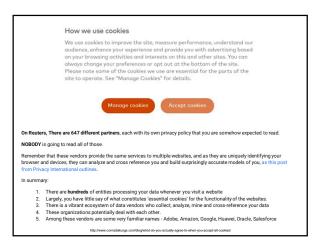
Sellers - Real-time bidding, ad exchanges, demand side platforms, shadow bidding, data brokers (Buyers and sellers)

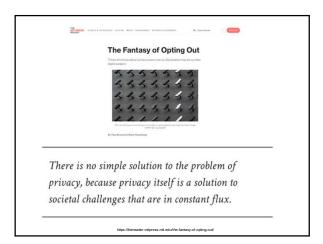
Buyers - Targeted advertising, Political campaigns and interest groups, Debt collectors, bounty hunters, and fraud investigators, Cities, law enforcement, intelligence agencies

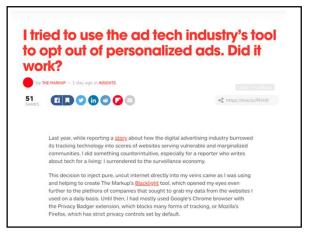












"If you need Exhibit A for why you shouldn't let the ad industry regulate itself," Cyphers added, "this is it."

https://thenextweb.com/insights/2021/03/28i-tried-to-use-the-ad-tech-industrys-tool-to-opt-out-of-personalized-ads-did-tl-work-syndication/

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What can we do?

Opt-Out / Log Out

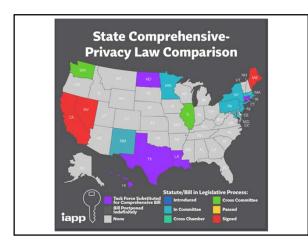
Decentralization & Self-hosting

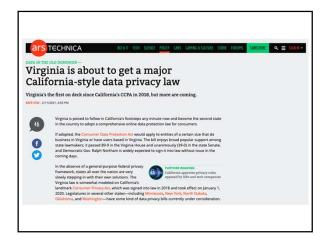
Open-Source

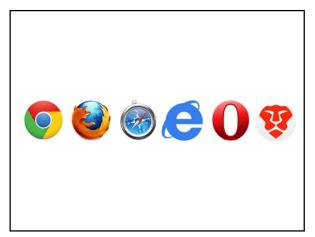
Encryption

Awareness & Education

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Web Browser Privacy: What Do Browsers Say When They Phone Home?

Douglas J. Leith School of Computer Science & Statistics, Trinity College Dublin, Ireland 24th Feb 2020

From a privacy perspective Microsoft Edge and Yandex are qualitatively different from the other browsers studied. Both send persistent identifiers than can be used to link requests (and associated IP address/location) to back end servers. Edge also sends the hardware UUID of the device to Microsoft and Vandex similarly transmits a hashed hardware identifier to back end servers. As far as we can tell this behaviour cannot be disabled by users. In addition to the search autocomplete functionality that shares details of web pages visited, both transmit web page information to servers that appear unrelated to search autocomplete.

For Brave with its default settings we did not find any use of identifiers allowing tracking of IP address over time and no sharing of the details of web pages visited with backend servers. Chrome, Firefox and Safari all shar



Practical Privacy

Browsers - Brave, FireFox, Safari Browser Privacy Plugins

Privacy Badger – uBlock Origin - uMatrix(?)

Use a VPN or Tor

httpS

Linux

DuckDuckGo

Uninstall Apps

Check your settings

Pi-hole

Change DNS Provider

Don't use Gmail?

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Bloomberg Businessweek

Silicon Valley Is Listening to Your Most Intimate Moments

How the world's biggest companies got millions of people to let temps analyze some very sensitive recordings.

The recordings she and her co-workers were listening to were often intense. awkward, or intensely awkward. Lonely sounding people confessing intimate secrets and fears: a boy expressing a desire to rape; men hitting on Alexa like a crude version of Joaquin Phoenix in Her. And as the transcription program grew along with Alexa's popularity, so did the private information revealed in the recordings. Other contractors recall hearing kids share their home address and phone number, a man trying to order sex toys, a dinner party guest wondering aloud whether Amazon was snooping on them at that very instant. "There's no frickin' way they knew they were being listened to," Slatis says. "These people didn't agree to this." She quit in 2016.

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Libraries and Patron Data - Usual Suspects

- Integrated Library Systems
- Database backups
- Print management systems
- Server logs
- Reference chat/desk logs
- Public computer/wireless traffic logs
- Interlibrary Loan requests
- Anything else with PII
- Security camera footage
- Card reader logs
- Meeting room reservations
- Authentication system logs
- Library programs
 - Attendance logs
- o Feedback responses • Vendor & other app data
- Paper forms
- Staff email

Library Data and You - A Brief Primer - Becky Yoose

	Data	Lifecycle Quick Refe	erence Map
Starting a Privacy Audit	Phase	Question	Best Practice
_	Collection	What data are you collecting? Why are you collecting that data?	Only collect data needed for demonstrated business cases Practice "The Five Whys"
ALA Resources EFF's How to Assess Vendor's Data	Storage	Where is the data stored?	Limit number of data storage areas Limit storage of PII in both local and vendor systems
Security LFI presentation by Becky Yoose (https://vimeo.com/357367133)	Access	Who has access to the data?	Limit physical and electronic access to PII data Audit vendor security and privacy practices
LFI Presentation by Erin Berman (https://vimeo.com/353126702)	Reporting	What data is published to staff and the public?	Aggregate and control access to date data through dashboards, database views, and other data visualization and reporting tools
	Retention	How long is the data kept?	Follow local, state, and federal retention regulations Don't forget about hackups and logs
	Deletion	What data is deleted and how?	Properly dispose of physical and electronic media that contained PII
From LFI's excellent slide deck: Privacy & Security in Public Libraries	LDH Consulting Sei CC BY-SA 4 0	rvices	https://libdataprivacy.com LFI, August 2019

A Practical Guide to Performing a Library User Data Risk Assessment in

Library-Built Systems

Libraries collect data about the people they serve every day. While some data collection is necessary to provide services, responsible data management is essential to protect the privacy of our users and uphold our professional values. One of the ways to ensure responsible data management is to perform a Data Risk Assessment.

A Data Risk Assessment is a process of identifying data the library collects about users, understanding how it manages that data, identifying the risks associated with that data, and then selecting an appropriate risk mitigation strategy.

https://osf.io/v2c3m/

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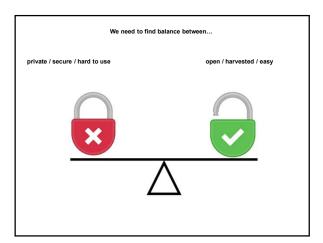
We don't want to collect and save EVERYTHING.

Collect & communicate with transparency.

Give people a choice.

 Load third-party scripts only when needed

- Don't run Google Analytics
- Remove social widgets
- No email tracking
- Do not log or ask PII data when it's not needed

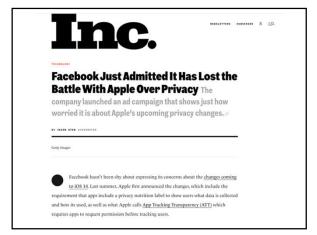


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"I don't think the fix to privacy is something that can be done by an individual alone, in the same way I can't solve the pollution problem by recycling on my own,"

Daniel Gillmor of the American Civil Liberties Union

None of this means Google, Facebook and the rest are evil. But let's focus on three things	
Accept that privacy online entails trade-offs	
Keep in mind that the widespread creation and spread of data is inherent to computers and the Internet	
We all both benefit from the spread of data BUT let's also be away of implications	
2. Awareness & Education	
https://stratechery.com/2019l/privacy-fundamentalism/	
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Privacy is the new competitive battleground	
It's not clear how soon the technology will become ubiquitous, but it is	
clear that privacy is quickly emerging as the next competitive battleground.	
Newly passed regulations like CPRA codify the measures companies need	
to take, but it's consumer expectations that will drive long-term shifts within	
the companies themselves.	
For those ahead of the curve, there will be significant cost savings and	
growth — especially as customers start to shift their loyalty toward those	
businesses that respect and protect their privacy. For everyone else, it will be a major wake-up call as consumers demand to take back their data.	
be a major ware-up can as consumers demand to take back their data.	
https://lechcrunch.com/2020/12/16/privacy-is-the-new-competitive-battleground/	
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	1
Facebook predicts 'significant' obstacles to ad	
targeting and revenue in 2021	
Anthony Ha @anthonyha / 4:49 PM EST • January 27, 2021	
While Facebook's fourth quarter earnings report included solid user and revenue numbers, the	
company sounded a note of caution for 2021.	
In the "CFO outlook" section of the earnings release, Facebook said it anticipates facing "more significant advertising headwinds" this year.	
"This includes the impact of platform changes, notably iOS 14, as well as the evolving regulatory	
landscape," the company wrote. "While the timing of the iOS 14 changes remains uncertain, we would expect to see an impact beginning late in the first quarter."	
https://echorumch.com/2021/01/27/facebook-g4-earrings-2/	



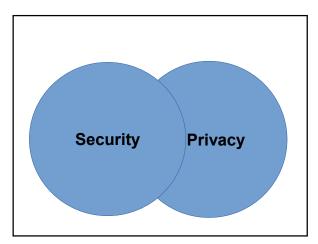


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Security

Cyber Security?
IT Security?
Safety?
Information Security?
Information Literacy?
The Digital Divide?
ITSec







If vs. When

Somethings are IFs, somethings are WHENs

Perhaps things are Likely and Possible

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Bad Guys?
Hackers?
Crackers?
Attackers?

Threat Actors?
Black Hats

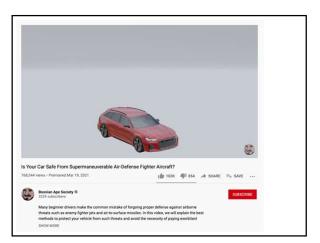
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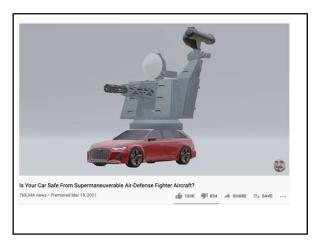
APTs - State Level Actors

- Flexible: A big ol' tool belt of awesome tools
- Objective driven: You could just be a step or convenient stop
- Stealthy: Super quiet and hard to spot
- Patient: Move slow, endless time
- Well-resourced and skilled: Smart with endless budgets
- Experienced: Established techniques and tools

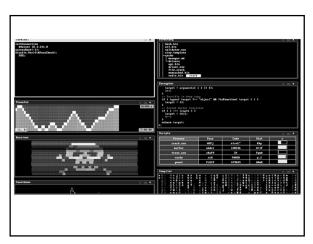
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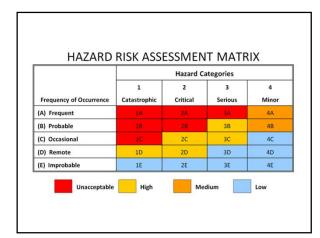




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Not APTs - Lower Level Actors

- Flexible: Small tool belt of lame tools
- Rules driven
- Stealthy: Eh, maybe
- Patient: Not at all.
- Well-resourced and skilled: Dumb and predictable
 Experienced: Obvious techniques and tools



Cybersecurity is both old and new As you work to make security part of your library conversation, it is critical to keep in mind that: Cybersecurity is still relatively new. Cybersecurity is about human conflict. Cybersecurity evolves fast (and has no boundaries). Cybersecurity requires asset maintenance.

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Security... The opposite of secure... Convenient & easy to use. Security at the expense of usability comes at the expense of security.

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Security	
Isn't Either / Or.	
Isn't the goal.	
isirt tile goal.	
Defensibility is our goal.	
Thorough understanding	
how, what, and why we're defending our Cybers.	
04	<u> </u>
94	
"In security, you almost never go from making	
something possible to impossible," Cappos told	-
ProPublica, "You go from making it easy to making	
it hard"	
https://www.propublica.org/article/solarwinds-cybersecurity-eystem	
95	
Security is Getting Better	
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But it's Getting Worse Faster	
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Intro	
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Why?

Professionals

Intro

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And Everyone Else



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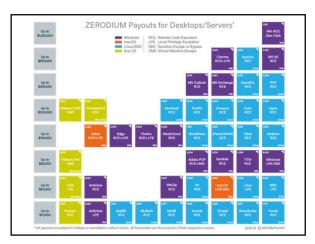


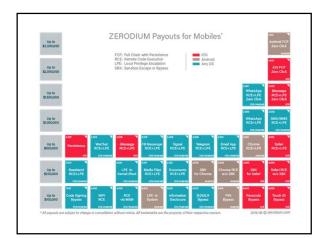
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As the economics writer Matt Stoller has suggested, cybersecurity is a natural area for a technology company to cut costs because its customers won't notice unless they are hacked – and if they are, they will have already paid for the product. In other words, the risk of a cyberattack can be transferred to the customers. Doesn't this strategy jeopardize the possibility of long-term, repeat customers? Sure, there's a danger there – but investors are so focused on short-term gains that they're too often willing to take that risk.

https://www.schneier.com/blog/archives/2021/03/national-security-risks-of-late-stage-capitalism.html

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"You're starting to see actors realizing that just regular adware won't do these days," Check Point's Hazum says. "If you want the big money you need to invest in infrastructure and research and development."

ADWARE IS THE MALWARE YOU SHOULD ACTUALLY WORRY ABOUT



Retail, Finance, Healthcare, and Education
Retail, Finance, Healthcare - Obvious
Education / Libraries?!

1. Piles of treasure!
PII, IP, Espionage, Ransomware, proprietary research data
2. An easier target
Older equipment, crowds, students
3. (Sometimes) Not the Most Protected
Tight budgets and limited technical staffs
Target-rich environment.
Students / Patrons
Large and complex
Less focus and budget on security
4. Lots of Users
5. Perimeter-Focused
6. Lack of Research Visibility for IT Staff
The IT department cannot take measures to secure research data it does not know about.
7. Open Culture
8. Third-Party Vendors

Is edu is more likely to report problems than private sector targets?

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Not much of this crime is new

Automation
Distance
"Technique Propagation"

("Only the first attacker has to be skilled; everyone else can use his software.")

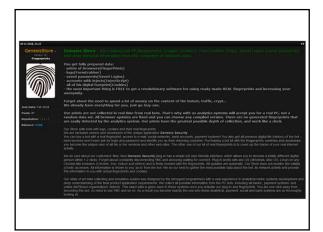
Intr

Bad Guys

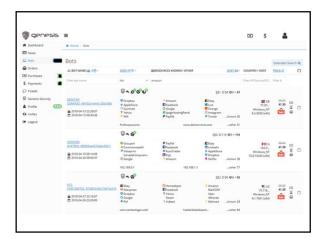
Skill Focus Tools Time Training

Highly Incentivized

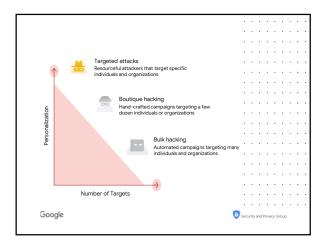
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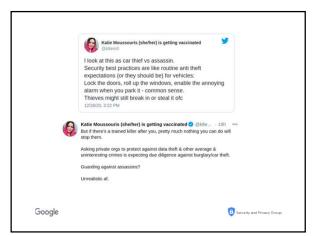


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lt's S	Safe B	ehind	The k	(eyboa	ard						
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Who?	Cybercrimials	State-Affiliated Bad Guys (APT)	Nation State Bad Guys	Hacktivists	Bots						
Motivation	Economic	Economic / Political	Political	Social / Political	Social / Political / Economic	-					
Driven By	Profit	Profit / Mission	Misson	Profit / Mission	Programming						
Sophistication	Low-High	Low-High	High	Medium	Low						
Numbers	Allota	Not Many	Fewer	Some	∞	1					
Targets											

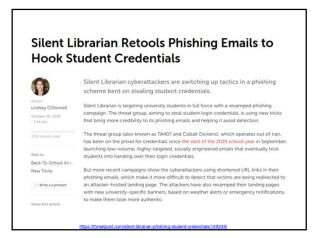




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Where Are They Working?

- Social Networks
- Search Engines
- Advertising
- Email
- Web Sites
- Web Servers
- Home Computers
- Mobile Devices





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What Are They Using?

Keyloggers

Data Stealers

Ram Scrapers

Bots, Aka Zombies

Banking Trojans

Rats (Remote Access Trojans)

Ransomware

Bugs / Holes / Flaws / CVEs

Top 10 CVEs of 2020

IBM Security X-Force ranked the top 10 CVEs of 2020 based on how frequently threat actors exploited or attempted to exploit them. The ranking is based on both IBM X-Force incident response (IR) and IBM managed security services (MSS) data for 2020. According to our

findings, attackers focused on common enterprise applications and open source frameworks that many businesses use within their networks.

- CVE-2019-19871: Citrix Application Delivery Controller (ADC)
 CVE-2018-20062: NoneCMS ThinkPHP Remote Code Execution
 CVE-2006-1547: ActionForm in Apache Software Foundation (SAF) Struts
 CVE-2012-0391: ExceptionDelegator component in Apache Struts
 CVE-2014-6271: GNU Bash Command Injection
 CVE-2019-0708: 'Bluekeep' Microsoft Remote Desktop Services Remote Code Execution
- CVE-2020-8515: Draytek Vigor Command Injection
 CVE-2018-13382 and CVE-2018-13379: Improper Authorization and Path Traversal in Fortinet FortiOS

 CVE-2018-11776: Apache Struts Remote Code Execution

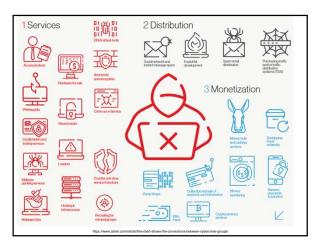
 CVE-2020-5722: HTTP: Grandstream UCM6200 SQL Injection

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This is the work of a rogue industry, not a roguish teenager

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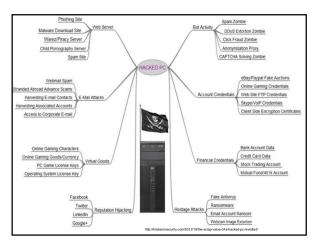




What Are They After?

- Databases and business information
- •PINs
- Passwords
- Credit Cards
- Bank Accounts
- Usernames
- Contact Lists
- Emails
- Phone Numbers
- Your Hardware...

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Dark Web Price Index 2020

Credit Card Data

Cloned Mastercard with PIN \$15

Online banking logins minimum \$2000 on account \$65

Payment processing services PayPal minimum \$100 PayPal \$1000 – \$3000

\$198.56 \$320.39

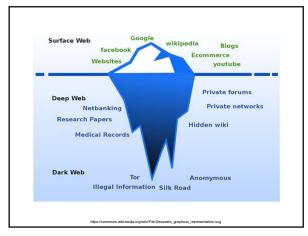
Social Media

Hacked Facebook account \$74.5 Hacked Instagram account Hacked Twitter account \$55.45 \$49

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What Happens On The Dark Web? (There's no map) Buying/Selling of Data/Credentials Buying/Selling of digital goods (exploits, malware, ransomware as a service) Exfiltration Does my library need to monitor the Dark Web? Most places can benefit from SOME Dark Web monitoring Know what you're going to do with this stuff Some alerts are generally low quality, such as: Lists of email addresses, some of which include the org's domain Username and password pairs for external things Interesting, but probably not actionable But if we discover someone selling access to our network, internal user/pass, other access, that's actionable! Dark Web monitoring is one of those things where you shouldn't try to do it yourself The legal and regulatory implications of DIY Dark Web monitoring can be significant Weigh these issues carefully before deciding on a strategy

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Next Week 1) Pick A Podcast and/or a email newsletter or Twitter or OPML 1) Send me a ranked list of all the things in your library with an IP address blake.carver@lyrasis.org

