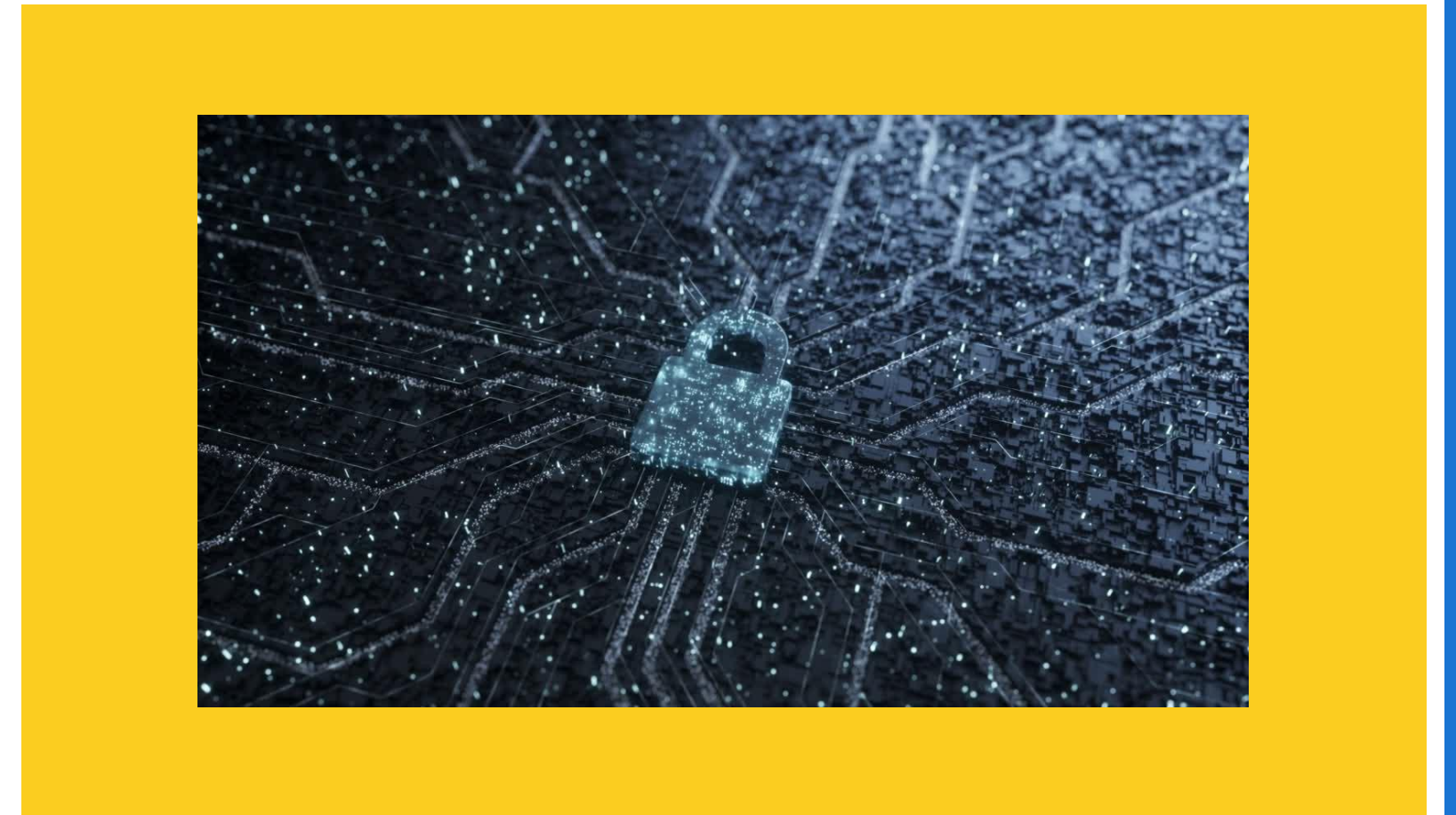
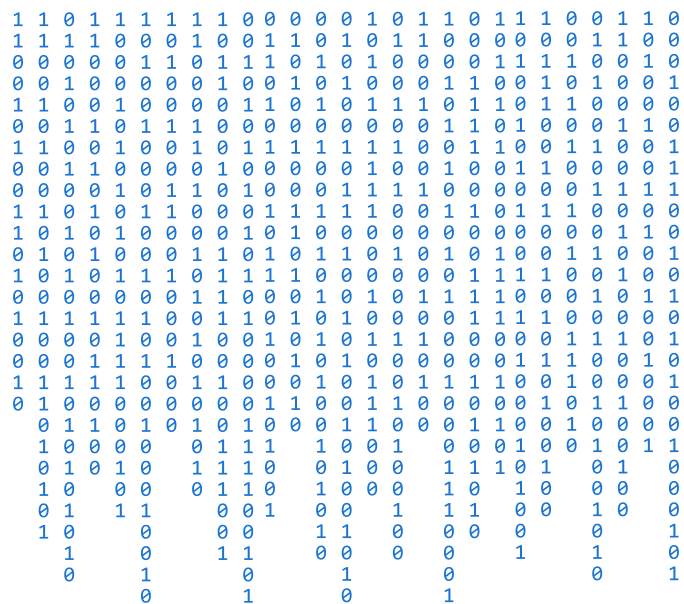




Cybersecurity Office Hours

Presented by Endsight



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Stephen Hicks

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Security Practice Manager @ Endsight

About Stephen Hicks

- Over 25 years in IT (over a decade in cybersecurity).
- Over a dozen technical certifications
- MBA from Saint Mary's college
- Majority of career working with SMBs



Our purpose: **Helping others thrive**

Our values:



Respect & Connect

R&V.P.



Servant's Heart



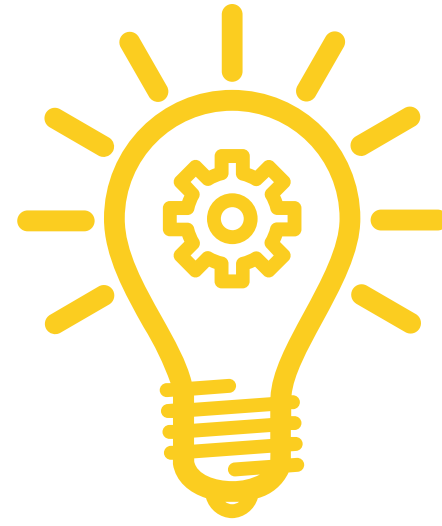
Value Value



Progress Over Comfort



What this
is intended
to be



**High level, strategic
discussion**

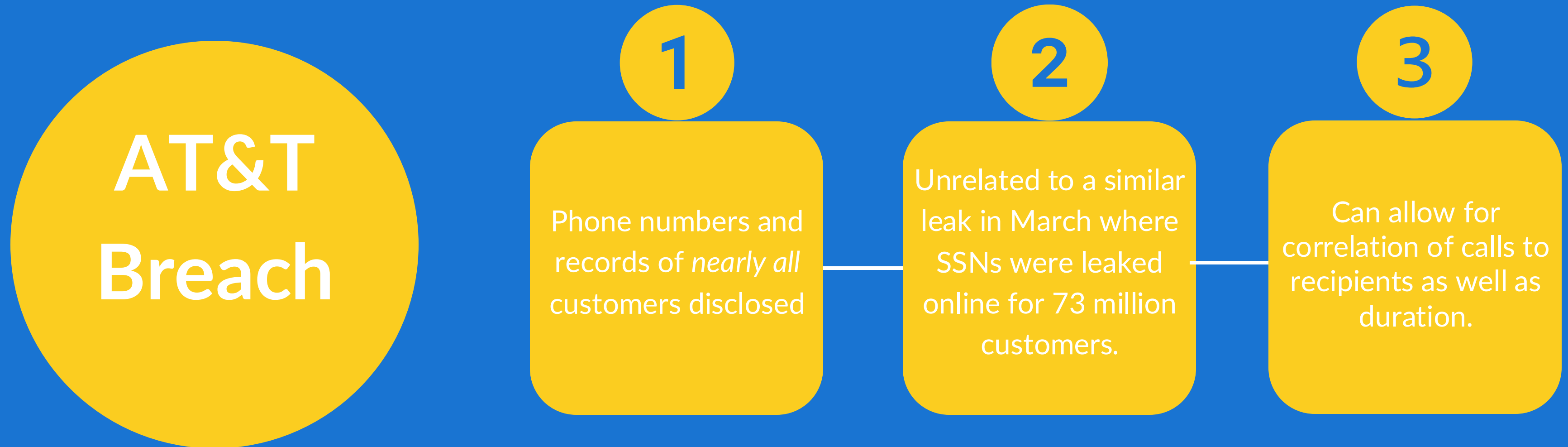


Suitable for C-Suite



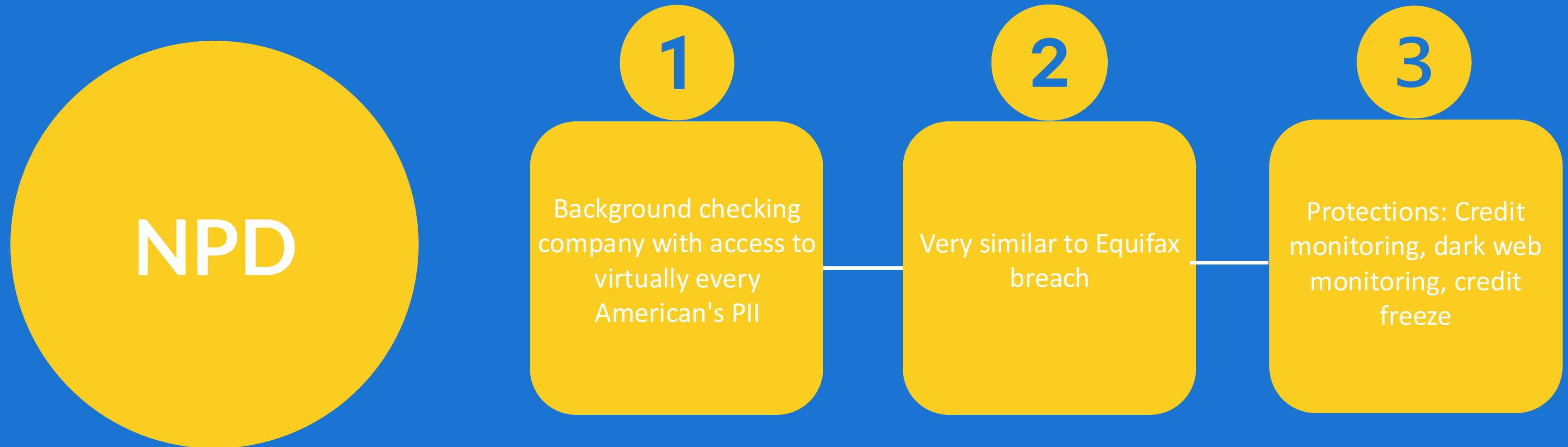
**Not Tactical, not
user focused**

Trends and Events in the last quarter



<https://www.cnn.com/2024/07/12/business/att-customers-massive-breach/index.html>

AND that wasn't the only major breach.....



[Social security number hack: National Public Data confirms data breach \(usatoday.com\)](#)

CHECK TO SEE IF YOU WERE IMPACTED: <https://npd.pentester.com/>

*Note, we'll send the slides with this link in a follow up email.

Trends,
Continued

Patelco Ransomware

Ransomware took Patelco down for over 2 weeks.

Customers unable to pay bills - Patelco pledged to pay late fees

One of the longest downtimes for a financial institution in history

There will be leadership changes - this type of error is systemic

CrowdStrike

A misconfiguration pushed as part of an automatic update caused reboots worldwide

This type of error should have been caught in QA and testing

Several days before a fix could be applied - even longer before it was relatively automatic, and cloud based

Initial remediation took several days

CrowdStrike (Continued)

CrowdStrike error
not unique to this
particular software
vendor

Highlights
the need for
Business
Continuity/
Disaster
Recovery
plans

This is a major
reason updates
are delayed and
tested

Endsight's
approach and
impact to our
clients

Q&A

Pre-Submitted Questions

1. Can responding to a text via cellphone cause anything if it's malicious?
2. Can you go over the importance of patching?
3. How do junk/spam e-mails continue to get through to my e-mail account even after I am continuously marking them as phishing and/or junk?
4. Is it best practice to accept all cookies?
5. how to get end users to understand their apathy towards protocols and updates is our biggest risk
6. What do we do if our data or personal information has been compromised?

Upcoming Sessions

Next Office Hours: November 21st – How to survive a phishing attack (probably)

- This will be recorded, so if you can't make it, you'll receive a recording!
- If you want to pre-register now, select "Yes," in the poll.

What's Next?

- Do you want to talk to your Technical Account Manager now?
 - Answer "Yes," in the poll.
 - You can also reply to the follow up email.
- Do you want to talk to your Technical Account Manager later?
 - Confirm your next strategy meeting.
 - Answer "Yes," if you want your Technical Account Manager to confirm your next strategy meeting.

Thank you!



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