



*Lecture 2: Security Management,  
Human Factors in Information Security*

**Question 1**

- Look at the list of standards in the ISO27000 series, e.g. on Wikipedia, [http://en.wikipedia.org/wiki/ISO/IEC\\_27000-series](http://en.wikipedia.org/wiki/ISO/IEC_27000-series)
  - Look at the NIST SP800 (special publications) series on: <http://csrc.nist.gov/publications/PubsSPs.html>
- a. Try to find corresponding publications from the ISO 27000 series and from the NIST SP800 series.
- b. What are possible drivers for developing IT security standards in general, and for different organisations to develop separate sets of similar standards.

**Answer**

- a. Below are groups of related standards from ISO and from NIST. Many more corresponding standards can be found.
- IS Management
    - ISO 27001 — Information security management systems — Requirements
    - ISO 27002 — Code of practice for information security management
    - ISO 27003 — Information security management system implementation guidance
    - ISO 27007 — Guidelines for information security management systems
    - SP800-14: Generally Accepted Principles and Practices for Securing IT Systems
  - Security measurement
    - ISO 27004 — Information security management — Measurement
    - SP800-55: Performance Measurement Guide for Information Security
  - Security risk management
    - ISO 27005 — Information security risk management
    - SP800-30: Guide for Conducting Risk Assessments
    - SP800-37: Guide for Applying the Risk Management Framework to Federal Information Systems: A Security Life Cycle Approach
  - Incident management
    - ISO 27035 — Security incident management
    - SP800-61: Computer Security Incident Handling Guide
  - Business Continuity Planning
    - ISO 27031 Guidelines for ICT readiness for business continuity
    - SP800-34 Contingency Planning Guide for Federal Information Systems

- b. Drivers behind standards can be:
- a real need for a new standard,
  - interest/ambition of individuals and organisations to define their own standards
  - The US government does not want to depend on ISO in many aspects of security management so they develop their own standards.
  - Even if many good standards come out of NIST, the rest of the world does not want to depend on NIST.

## Question 2

- How are the standards ISO/IEC 27001 and ISO/IEC 27002 related?
- Which one of the standards can be used for certification, and why?
- How should an organisation determine which security controls to implement?

## Answer

- ISO/IEC 27001 is a model for setting up and managing an ISMS, i.e. establishing and operating a security program within an organisation. ISO/IEC 27002 is a checklist of security controls that an organisation should consider implementing.
- Organisations can only be certified against ISO/IEC 27001 not against ISO/IEC 27002. This is possible because ISO 27001 describes a process for quality control in security management which is more or less the same for all organisations, and can be verified to be in place by an external party. ISO 27002 describes a large number of controls, of which not all are relevant for every organisation, so it is impossible to verify that the necessary controls are in place in general. However it is of course possible to verify that specific controls are in place, which is typically done by IT auditors.
- Risk assessment is used to determine where controls are needed. The most appropriate controls are selected to match the risk.

## Question 3

- ISO27002 and 20CSC have the same scope. Create a mapping of the correspondence between the 14 security control objectives of ISO27002 and the 20 critical security controls of 20CSC v.6.1. The lecture presentation L02 gives an overview of the controls. You find the detailed control documents on the INF3510 wiki, but you don't really need them here. It can be useful to do this exercise with pen and paper, or using a whiteboard.
- Make a judgment about how well aligned they are.

## Answer

BS 7799, which was the original version of ISO 27002, contained 10 security control categories. The number increased over the years, and currently ISO 27002 (2013) has 14 security controls categories. 20 CSC has always described 20 security control categories, but the set of controls has changed. Last version of 20 CSC is 6.1 (2016).

The mapping will be done during the workshop; there is no single or perfect mapping. The controls can not be completely aligned, but they focus more or less on the same things.

## Question 4

Assume that Company A and Company B of similar size become victims of cyber attacks, and that as a result both companies suffer heavy damages that negatively affect customers and shareholders. When investigating the events, it was found that Company A had practiced due diligence and due care, whereas Company B had not. Assuming that the damages to both companies were equal, explain the possible differences, if any, in consequences and sanctions against management of the companies.

## Answer

In general, management of companies is responsible for practicing prudent management, which means that they must practice due diligence and due care. Management of Company B failed to do that, and could go to prison or be fined as a result, e.g. under the Sarbanes-Oxley act in the US, or the Basel II agreement in Europe.

## Question 5

- a. Describe ways to use social engineering for;
  1. getting unauthorized access into a company building,
  2. installing malware on the personal computer of the CEO of a company.Get inspiration from SANS InfoSec Reading Room on Social Engineering (<http://www.sans.org/rr/whitepapers/engineering/>), or other relevant sources.
- b. Assume that staff are the intrusion-detection function against social engineering attacks. What would be a false positive and a false negative in this scenario?
- c. Let us consider a firewall as an analogy for human defense against social engineering attacks. Firewalls must be programmed and configured to provide adequate protection. What would be the analogue process for making sure that staff provide adequate protection against social engineering attacks?

## Answer

- a. Examples of social engineering attacks.
  1. Access to a building can e.g. happen through
    - tailgating behind others, e.g. after lunch break, or with cigarette smokers,
    - carrying heavy boxes and getting help to open door
    - producing and presenting a fake access card
  2. Installing malware on the computer of CEO can e.g. happen through:
    - Sending customized spear-phishing email with attached malware to be installed and executed,
    - Sending customized spear-phishing email with attachment or link to website that contains an exploit of a zero-day vulnerability that is present on the CEO's computer.
- b. A false positive is when a legitimate authorized person is stopped. A false negative is when an attacker is not stopped.
- c. The analogy to configuration of firewalls would be to organize awareness training and train people about how to detect and react to social engineering attacks.