

You can teach a new user
old tricks...
... old users learn too!

Randy Abrams
Director of Technical Education



The Essential Change

- There was a day we could protect most users from most threats
- Marketing set expectations that are no longer close to reality
- We tried to make it too easy for users
- Education is the most effective defense

ABC's of Education

- Generate Interest
 - Use Humor, Action, Sex
- Use Analogies
 - Refer to known concepts
- Keep it simple
- Don't expect 100%

Generating Interest

- There has to be an understood need
- The “why” must be clearly communicated first
- Use real examples, visuals when possible
- Analogies are powerful

A Real World Example

Computer Virus Travels Into Orbit, Lands on the Space Station

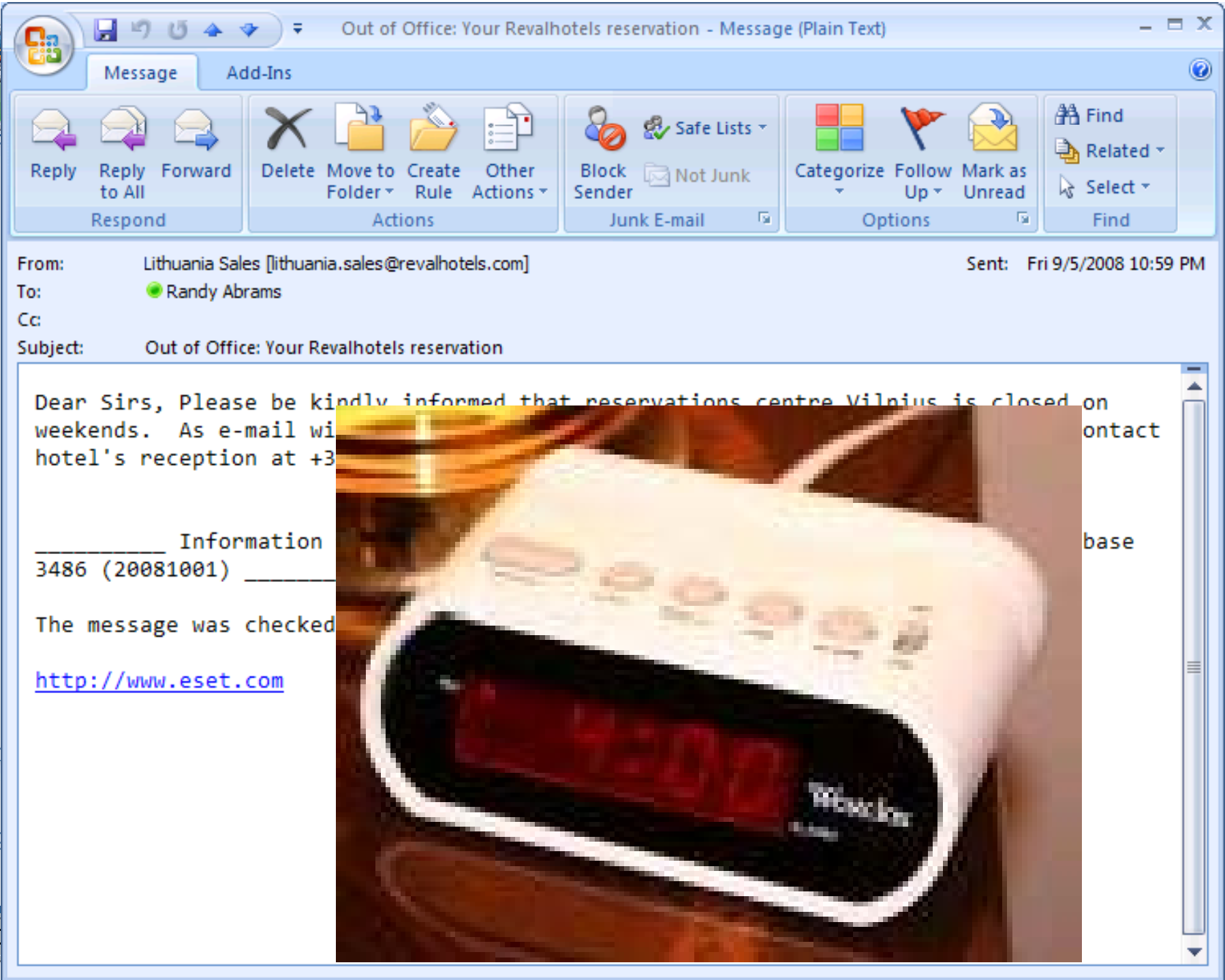
ShareThis



A pesky computer virus that has popped up on computers around the world has now made the leap into space. NASA announced yesterday that several laptops on board the International Space Station were infected with the virus in July, and also admitted that such infections have happened before.

“This is not the first time we have had a worm or a virus,” NASA spokesman Kelly Humphries said. “It’s not a frequent occurrence, but this isn’t the first time.” ... NASA

downplayed the news, calling the virus mainly a “nuisance” that was on non-critical space station laptops used for things like e-mail and nutritional experiments [*Wired News*].



From: Lithuania Sales [lithuania.sales@revalhotels.com]
To: Randy Abrams
Cc:
Subject: Out of Office: Your Revalhotels reservation

Sent: Fri 9/5/2008 10:59 PM

Dear Sirs, Please be kindly informed that reservations centre Vilnius is closed on weekends. As e-mail with hotel's reception at +3

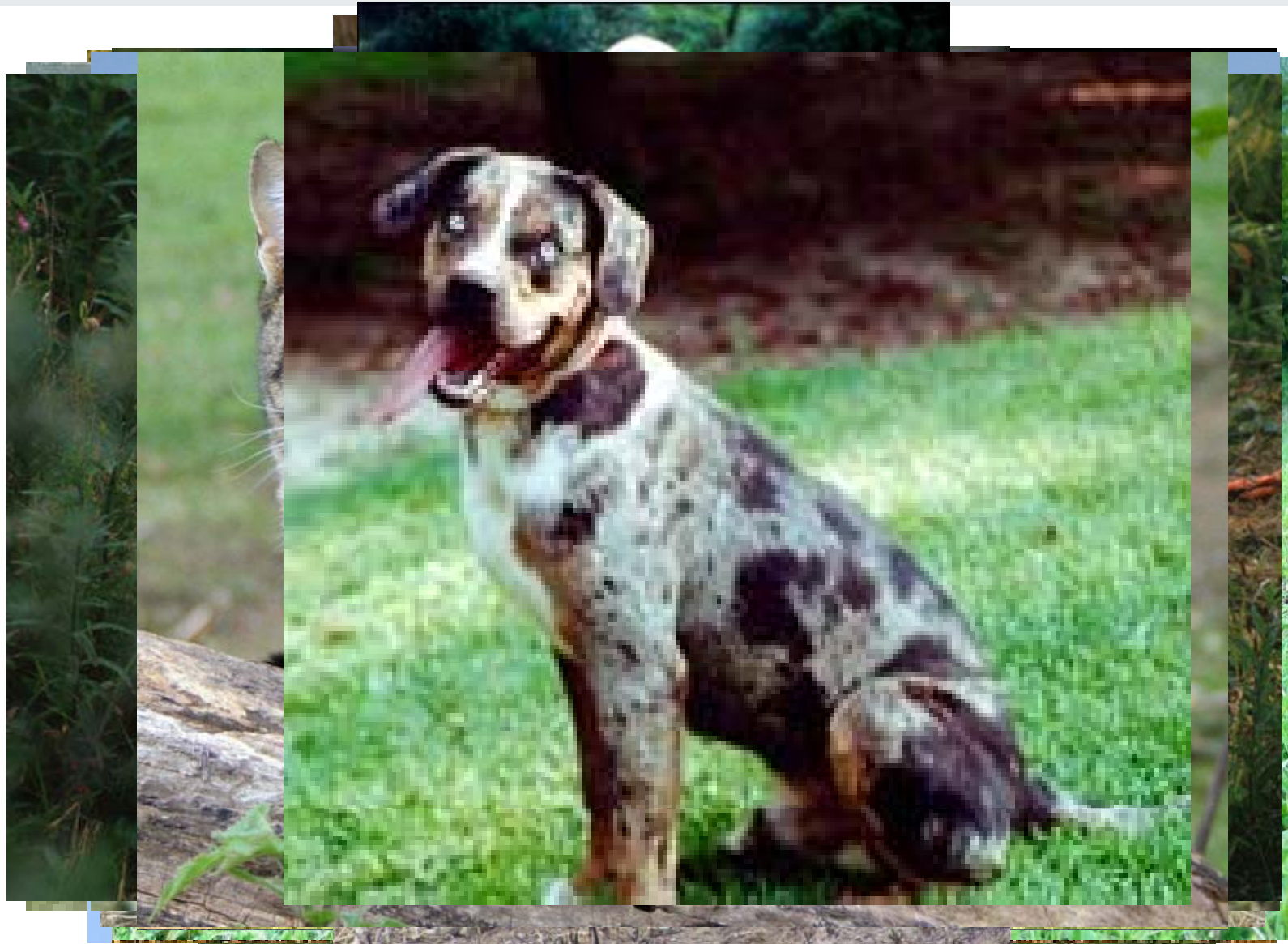
Information
3486 (20081001)

The message was checked

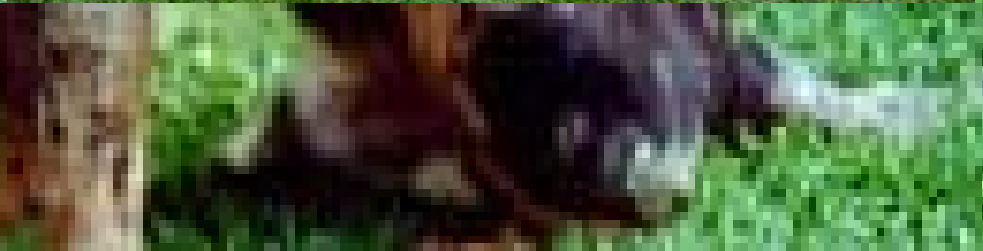
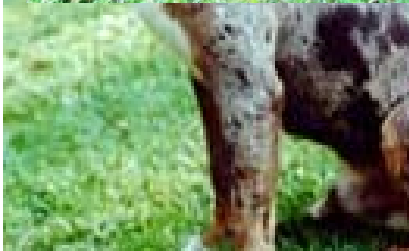
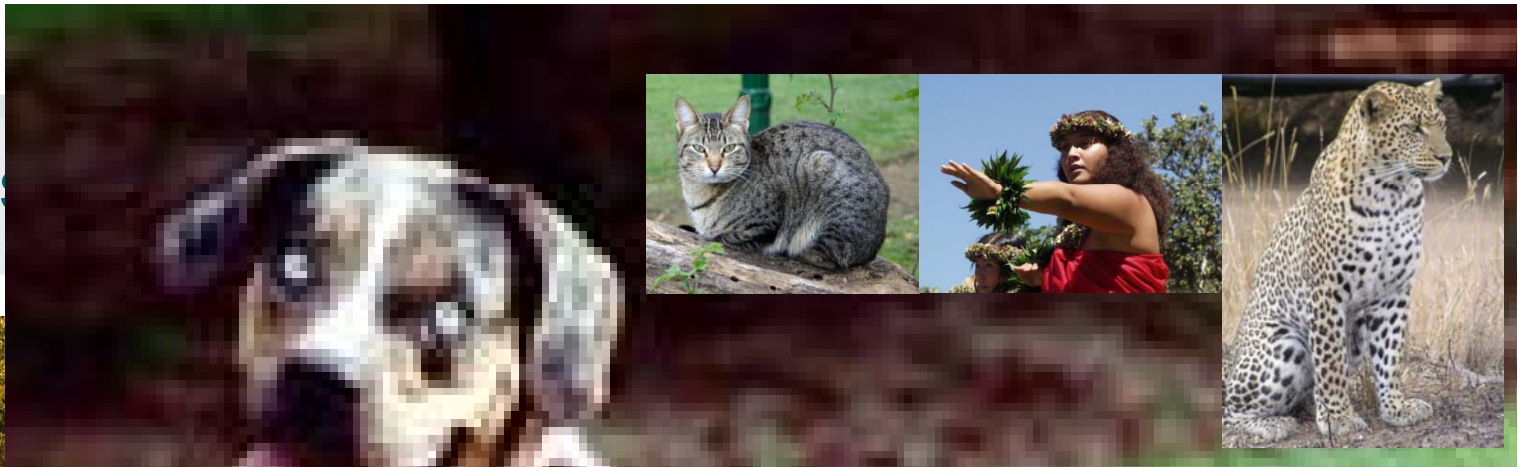
<http://www.eset.com>



How to find the Catahoula Leopard Dog



Finalis



Find the Solar Powered Car



Security Topics for All Users

- Social Engineering
- Passwords
- Patching
- Wireless Security
- Risks of public computers

Security Topics for All Users

- Social Engineering
 - Phishing
 - Malicious software Installation

[Possible SPAM] Bank of America Notification. - Message (Plain Text)

Message Add-Ins

Reply Reply Forward
to All

Delete Move to Folder Create Rule Other Actions

Block Sender Not Junk

Categorize Follow Up Mark as Unread

Find Related Select Find

Extra line breaks in this message were removed.

From: Support [service@service123.com] Sent: Wed 7/15/2009 12:03 PM
To: undisclosed-recipients
Cc:
Subject: [Possible SPAM] Bank of America Notification.

Dear B a n k of America member,

- You have (1) New Security message from Security Center
- Please click on the link below and update your information.

<http://200.177.253.75/sitekey/sitekey/system.htm?id=ERNKG>

Thank you for your cooperation.
B a n k of America Security Service.

- Please don't reply to this e-mail address. This mailbox is not monitorized.

--

This message has been scanned for viruses and dangerous content by MailScanner, and is believed to be clean.

Will Your Employees Fall for this?

From: Google Mail Team [mailto:verifyscsc@googledesk.com]

Sent: Sunday, September 13, 2009 2:11 PM

Subject: Warning Code:VX2G99AAJ

Dear Account User,

This Email is from **Gmail** customer care and we are sending it to every Gmail accounts owner for safety. We are having congestion due to the anonymous registration of Gmail accounts so we are shutting down some Gmail accounts and your account was among those to be deleted. We are sending this email to you so that you can verify and let us know if you still want to use this account. If you are still interested please confirm your account by filling the space below. Your User name, password, **date of birth** and your country information would be needed to verify your account.

Due to the congestion in all Gmail users and removal of all unused Gmail Accounts, Gmail would be shutting down all unused Accounts, you will have to confirm your E-mail by filling out your Login Information below after clicking the reply button or your account will be suspended within 24 hours for security reasons.

* User name:

* Password:

* Date of Birth:

* Country Or Territory:

Warning!!! Account owner that refuses to update his or her account within Seven days of receiving this warning will lose his or her account permanently.

Security Topics for All Users

- Passwords
 - Choosing good passwords
 - Don't reuse passwords
 - Change passwords
 - Password storage
 - NEVER EVER GIVE OUT YOUR PASSWORD!!!

Which Password is best?

- **\$tU?a%1Rg** 9 Char – 4 sets
- **R3% qVz+ @;9q** 12 Char – 4 sets
- **Herstellerangabe** 16 Char – 2 sets
- **ireallyhatelongpasswords** 24 Char – 1 set
- **5,000*400=2,000,001** 19 Char – 2 sets
- Which password is the weakest?
- 2nd weakest?
- Which, if any of these password meet your policy?
- Which, if any are not compliant with your policy?

Security Topics for All Users

- Patching
 - Stress importance
 - Stress when and where to get updates!
 - www.secunia.com for home users

Security Topics for All Users

- Wireless Security
 - Explain the risks
 - Explain what data can be seen
 - Real life demo would be effective
 - Disable remote access
 - Change defaults

Security Topics for All Users

- Risks of public computers
 - Explain *WHAT* public computers are
 - Airport kiosks
 - Internet cafes
 - Hotel and conference business centers
 - Key Loggers
 - Files left behind

A_Letter_to_Just_1_of_the_Other_Women.doc

Dear XXXXXX,

I hope this letter reaches you in the best of health with you and yours. I have been back and forth about contacting you since learning about you. ..

From what I understand and gather you met Lewis over 10 years ago. Is that true? ... If you feel like you're the better woman for him that's fine but please inform me...

I also understand you have known about his involvement with me since my son's baby shower back in January 2006. Is this true? If it is, I can understand your hurt and the feelings of deception and manipulation. I understand that you could/ can feel taken for a joy ride- Girl I really do! But if this is true -why wouldn't you be done with him then? I really wish you had contacted me.

...Are you the woman that our 3 year old saw in "mommie's bed and the bed was rocking"? Are these your black and hot pink thongs and ClassAct condoms? Is this your Lee press- on French tip nail? Are you the woman whose children played in our home and with my children's toys?

Email found on a Hotel Computer



great news! Your order has shipped
From: "BrylaneHome Customer Service" <BrylaneHome@email.brylanehome.com>
To: @yahoo.com

Thursday, June 4, 2009 5:47 AM

To ensure that you continue receiving email from us, including order confirmations and special offers, please add
BrylaneHome@email.brylanehome.com to your e-mail address book.

BrylaneHome
HOME & KITCHEN

My Account | Order Status | BrylaneHome® Credit Card
View Catalogs Online | Order by phone: (800) 544-3793

- Bedding
- Bath
- Kitchen
- Storage & Organization
- Furniture & Decor
- Window
- Rugs
- Art Gallery
- Seasonal Living
- Helpful Guides
- Clearance

Dear [REDACTED],

Thank you for shopping with us!

Item(s) from your order placed on 05/31/2009 were shipped on 06/02/2009 and are noted below. In some instances, not all items from your original order will be reflected on this email as some items may ship from different locations. In those cases, you will receive a separate email confirming each shipment.

If some items are listed with a future shipping date or display a backorder status, it means we have experienced incredible demand for these items and we will ship them to you as soon as they arrive at our service center. We appreciate your willingness to wait for delivery and would like you to know that you will not be charged for any items until they are shipped.

Shipping Address:

[REDACTED]
[REDACTED] VA [REDACTED]

Method of Payment: VISA

Shipping Method: STANDARD

Will arrive within 7 business days, to the contiguous US.*

*In remote areas of AK, HI, APO, FPO, and US Territories, your available items will be delivered via USPS. Please allow 20 business days for delivery.

Invoice Number : 222-[REDACTED]

Shipping Carrier: UPS Ground

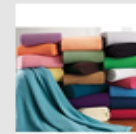
Tracking Number: 1Z437 [REDACTED]

Click here to track your package: [UPS Tracking](#)

*Note: Please allow 1 additional business day for the tracking number to appear in the UPS system.

Products Ordered:	Size:	Description:	Color:	Qty:	Price Each:	Your Price:	Shipping Status:
1585-3854-0114		PANEL CNVS SWRL TT		01	\$16.99	\$14.44	SHIPPED
1585-3854-0114		PANEL CNVS SWRL TT		01	\$16.99	\$14.44	SHIPPED
1585-1967-0114		PANEL CANVAS TBTP		01	\$13.59	\$11.55	SHIPPED
1585-1967-0114		PANEL CANVAS TBTP		01	\$13.59	\$11.55	SHIPPED
1585-2059-		PANEL CANVAS					

If you liked those, you will love these!



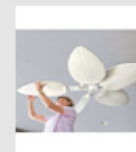
Scenario TM 100%

Cotton Blanket

Price: ~~\$49.99~~

Sale: \$17.99

[CLICK TO BUY](#)



Ceiling Fan Blade

Covers, Set of 5

Price: \$129.99

[CLICK TO BUY](#)



Ahoy Matey

MAERSK LINE, LIMITED



MAERSK

To: [REDACTED] Date: [REDACTED] 2009

Mariner: [REDACTED] From: [REDACTED]

Enclosed you will find the following documents necessary to begin your assignment as a Chief Officer on the [REDACTED] beginning [REDACTED] 2009. If you have any questions or need assistance, please contact your Maersk Crewing Coordinator.

Assignment Letter - Commercial Continental US
Blank Expense Report - Included Inside Dispatch

Assignment Letter - Commercial Continental US

WITHOUT THIS VOUCHER AND NECESSARY DOCUMENTATION
YOU WILL NOT BE ALLOWED ONBOARD THE VESSEL!

Name: [REDACTED] Vessel Position: Chief Officer

Assignment: [REDACTED] 2009 - [REDACTED] 2009

HAND DELIVER COPY OF YOUR MOST RECENT *SIU Seafarers Clinic Card, Pre-Employment Physical, MLL Pre-employment Questionnaire, Shot Card, MVD, Passport, Licenses, STCW and Drug Letter Card TO MASTER.*

STEEL TOED SAFETY SHOES ARE MANDATORY FOR ALL CREW MEMBERS.

NO OTHER AGREEMENTS HAVE BEEN MADE EXCEPT AS NOTED ON THIS VOUCHER.

Also required is a (6) six month supply of any necessary, long term, prescription medication. An extra pair of prescription eyewear is also required, if applicable!

The agent will make the necessary arrangements for your entry visa, hotel accommodations (if needed) and transportation to meet the vessel.

Contact agent listed below relative to updated vessel arrival and port location information.

AGENT to contact for ship boarding schedule and arrangements.

S/S Norton Lilly International
952 Houston Northcutt Blvd., Suite 100
P.O.C: Ben Jaeger
Cell#843-297-0700
Mt. Pleasant S.C. 29464
USA
Phone: (843) 856-1000
Fax: 843-216-0664
Email: chs-ops@nortonlilly.com

Program: [REDACTED]
Vessel Name: [REDACTED]
Flyout Report: [REDACTED] See Itinerary if applicable
Report: [REDACTED] 2009
Estimated Relief Date: [REDACTED] 2009
Point of Origin: [REDACTED]
Location: Charleston, SC

Comments: Take a taxi to the vessel from the airport.
Terminal Information: (add terminal information)

If applicable, attached is a copy of your itinerary. Please call the airline 24 hours prior to your departure to reconfirm your flight and departure time and arrive at the airport at least 2 hours prior to your flight. (Check with your airport concerning necessary check-in time and restrictions). Your ticket will be either prepaid or electronic. If you have been provided hotel accommodations, MLL will only be responsible for hotel room, taxes, and meals. MLL will not pay for alcoholic beverages, movies, telephone calls, laundry services, etc.

[REDACTED], Crewing Agent
[REDACTED], Crewing Assistant



Arrival Information



Details

Your Lockbox Code: **7368/RENT**

1. Turn the four numeric dials on the front of the lockbox to match your assigned code sequence noted above.
2. Slide the door found on the right side of the lockbox up to reveal the key compartment.
3. Tilt the lockbox to allow the key to fall free.



But I know Who You Are

Name	Size	At...	Ty
Desktopvirii			Fil
A_Letter_to_Just_1_of_the_Other_Women....	28 KB	A	Mi
AUG09%20Bid%20Quiz.doc[1].pdf	39 KB	A	Ac
AUG09%20Recurrent%20Class%20Schedul...	58 KB	A	Ac
BofA.png	81 KB	A	PM
BrylaneHome.png	165 KB	A	PM
maersk.png	106 KB	A	PM
spd10831.doc	47 KB	A	Mi
Thumbs.db	12 KB	HSA	De
uhm.jpg			JP

Type: Microsoft Office Word 97 - 2003 Document
Author: Sharon Rivers
Date Modified: 6/20/2009 7:14 PM
Size: 47.0 KB

Users Can be Engaged and Taught

- Generate interest
- Provide compelling content
- Speak to the level of your audience

Cache - Message (HTML)

Message Add-Ins

Reply Reply to All Forward to All
Respond

Delete Move to Folder Create Rule Other Actions
Actions

Block Sender Not Junk
Junk E-mail

Categorize Follow Up Mark as Unread
Options

Find Related Select
Find

Follow up. Start by Wednesday, June 10, 2009. Due by Wednesday, June 10, 2009.
You replied on 6/12/2009 5:27 AM.
This message was sent with High importance.

From: Ouellette, Janet [Janet.Ouellette@cpkelco.com] Sent: Tue 6/9/2009 1:53 PM
To: **AskESET**
Cc:
Subject: Cache

Mr. Abrams,

Take you for all your Tech Tips.

Would you share your knowledge on cleaning/deleting 'cache'? How many areas does a person have to look to find 'cache'? Does each program have 'cache'?

In Health

Janet Ouellette

Medical Administrative Assistant

CP Kelco - A Huber Company

Health Services Department

<http://www.cpkelco.com>

janet.ouellette@cpkelco.com

619-595-5052 – Direct Line

619-595-5915 – Secure Fax

800-535-2656 x5052 – Toll Free

Help - Message (HTML)

Message Add-Ins

Reply Reply Forward
to All

Delete Move to Folder Create Rule Other Actions

Block Sender Not Junk

Categorize Follow Up Mark as Unread

Find Related Select Find

Follow up. Start by Friday, July 03, 2009. Due by Friday, July 03, 2009.
You replied on 7/6/2009 5:17 PM.
This message was sent with High importance.

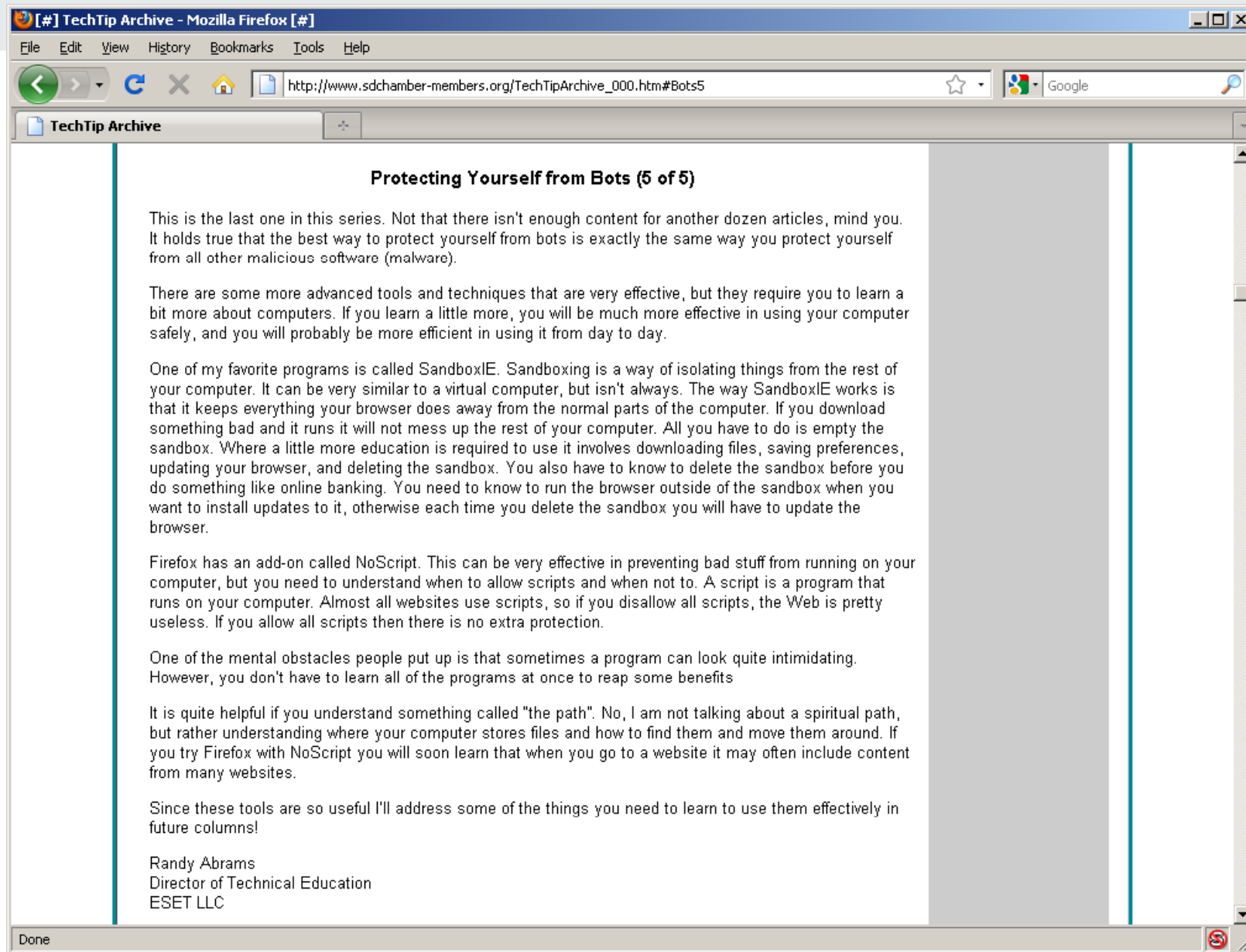
From: ellen lochet [lnsacredrocks@gmail.com] Sent: Fri 7/3/2009 11:49 AM
To: **AsKESET**
Cc:
Subject: Help

Hi Randy,

Thanks for your info on the Chamber newsletter...it was very informative and, for me, scary. What can I do about 'bot' not infecting my computer.

--
Ellen Lochet
Community Relations Director
Sacred Rocks Reserve
1331 Shasta Way
Boulevard, CA 91905
954-294-2302

<http://www.sdchamber-members.org/TechTip.htm>



Oh Yeah, I Almost Forgot

- This is a vendor presentation
- You need ESET Antivirus
- No, really, check us out 😊

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old tricks...
... old users learn too!

THANK YOU!!!

- Randy Abrams
- Director of Technical Education

