LM Security Education & Awareness

Corporate Information Security

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Phishing: Lessons Learned for Handling Repeat Clickers

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Phishing: Lessons Learned for Handling Repeat Clickers  What’s your guesstimate on Lockheed’s RePeat, 3 Peat and 4 Peat Offender metrics?  This fast paced, illuminating talk will uncover that progress, the skinned knees, Lessons Learned and Lady Luck gained through 6 years of phishing within a defense contractor with over 100k diverse, virtual employees.  We’ll move through our early handling of repeat clickers from working with CIO’s to a more formal training and accountability process, and our thoughts and concerns while working through an “Easy Button” for reporting. Peppered through the talk we’ll mention our most common employee questions and comments, which drove some of our tactical improvements and future strategies.
People

125,000 Employees

60,000 Scientists, Engineers and IT Professionals

590+ Facilities Worldwide

Operating in over 70 Countries
With 9,400+ Employees
Peeling back the onion

How bad was it?

12 Repeat before Retirement
Stop and Dry our Eyes

• Proposed “Progressive Accountability & Awareness”
  – Escalating notifications for ongoing UA (Undesired Actions)
  – Diverse training opportunities mapped to accelerating notifications
  – Exec approvals / Socialization
• All Employee Memo regarding Tracking and Guidance
• Then???
We launched the plan - - -
So – what was it?
Now that you’re aware of the process….

What’s your guesstimate on Lockheed’s 4 Peat Offender % Reduction 2012 to 2016 YTD?

a) 75%
b) 66%
c) 45%
d) 12%

66% Reduction in 4 Peats over time!
Each layer brought us closer to the center

2012 thru 2016 Monthly Averages

<table>
<thead>
<tr>
<th>% Reduction</th>
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<tbody>
<tr>
<td>5+ Peats</td>
<td>95%</td>
</tr>
<tr>
<td>4 Peats</td>
<td>66%</td>
</tr>
<tr>
<td>3 Peats</td>
<td>55%</td>
</tr>
<tr>
<td>Repeats</td>
<td>41%</td>
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As our overall xPeat click rate reduces, % improvement will be more difficult to obtain
• Total **duplicate** from April
• Randomly selected employees
• Provided the opportunity to compare “one year later.”

• CIRT Reporting Good Action
  • 2015 - 720 Submissions
  • 2016 – 1152 Submissions

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<thead>
<tr>
<th></th>
<th>2015</th>
<th>2016</th>
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<tbody>
<tr>
<td>4 Peats</td>
<td>50%</td>
<td>7%</td>
</tr>
<tr>
<td>3 Peats</td>
<td>16%</td>
<td>7%</td>
</tr>
<tr>
<td>Repeats</td>
<td>18%</td>
<td>12%</td>
</tr>
<tr>
<td>New Test Subjects</td>
<td>13%</td>
<td>9%</td>
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*Good Actions hover around 900+ submissions per test cycle!*
Alleviate the Layers of Tears

• Feasibility – is this needed?
• Understand corporate culture
• Anticipate the resource commitment
• Be sensitive to time and event phishing topics
• Develop diverse awareness stepping stone approach
• Consider Cyber Awards Certificate for “Above and Beyond”
• Be Prepared for Audit Level Proof
• Communication is Paramount
• Publish/Post the Process
Lady Luck & Skinned Knees

- Represented / Union Employees
- Anticipate the nasty gram
- Manual process proved risky
- Cyber/IT Leaders Discussion with Employee
- Variance in Line of Business Discipline Process

- Significant Executive / CIRT / Stakeholder Support
- Little or no industry leaders (forced us to strategize)
- Passionate / Devoted Team (attrition not an issue)
- Leader / Employee Support & Thanks
- LMS Course getting legs
- Positive Comments on LMS / Awareness Material
Next Steps
I’m an advanced persistent threat

Our Rockin Team

This is just awesome!
Email testing has Proven to Enhance Cyber Security Posture and Heighten Awareness both at WORK and at HOME!