

Social Engineering

Compliance Overview

IT Security Compliance regulations and guidelines (GLBA, FFIEC, FDIC, NCUA, OCC, OTS) require an organization to create an Information Security Program designed to protect confidential information, including Non-Public Personal Information (NPPI). Failure of employees to follow the security policies and procedures of the organization is a major vulnerability to an Information Security Program.

Solution Overview

During the Social Engineering testing, TraceSecurity experts attempt to manipulate an organization's employees into allowing unauthorized access to confidential information. This allows the organization to test their Information Security Policy and their employees' adherence to that policy.

TraceSecurity has designed techniques that can be performed both onsite and remotely. When onsite, the TraceSecurity experts will use various techniques - such as "Dumpster diving" and "Trusted Authority" disguises - to gain physical access to obtain records, files, and/or equipment that may contain confidential information.

An Onsite Engagement includes:

- **Pre-Engagement Setup with Client**
 - Project Planning
 - Define Scope
 - Defining Rules of Engagement
 - Information Gathering
- **Spoof Emailing (if applicable)**
- **Onsite Testing**
 - Onsite Pre-Engagement Meeting with Client
 - Site Reconnaissance
 - Perform Social Engagement and test for:
 - Employee Security and Privacy Policy Awareness and Adherence
 - Proper Disposal of Sensitive Data
 - Access Privileges
 - Sensitive Area Security
 - Device/System Compromise
 - Technical Preventive & Detective Controls
 - Violation Reporting
 - Present Preliminary Findings to Client Core Team through Exit Interview
 - Immediate Notification of Critical Risks

The Social Engineering test results are provided in an extensive report containing:

- Project Overview
- Social Engineering Test Methodology
- Executive Summary
- Business and Technical Risks & Recommendations
- Details & Exposure of Vulnerabilities
- Recommendations and Counter Measures
- Appendix Examples

*See Reverse Side for Additional Options

TraceSecurity's expertise on Social Engineering issues has been recognized by major news organizations, including recurring appearances within special consumer safety segments NBC's Today Show and as guests on the FOX News Channel. Several print and online media outlets like the Associated Press, MSNBC, FOXNEWS.com and Wall Street Technology have featured expert articles from TraceSecurity on a variety of social engineering and ID Theft topics.



Remote Social Engineering Engagement

When the social engineering engagement is performed remotely, TraceSecurity experts will employ tactics like Pretext Calling, Phishing and Email Hoaxes in an attempt to get employees to divulge user names, passwords, customer NPPI or other confidential information.

A Remote Engagement includes:

- **Pre-Engagement Setup with Client**
 - Project Planning
 - Define Scope
 - Defining Rules of Engagement
 - Information Gathering
- **Remote Social Engineering** *(dependent on pricing proposal)*
 - Computer Based Testing through Email Spoofing and Phishing Simulation
 - Bogus Emails
 - Mail Links
 - Mail Attachments
 - Phone Based – Pretext Call Testing
 - Perform Test for the Following:
 - Employee Security and Privacy Policy Awareness and Adherence
 - Access Privileges
 - Technical Preventive and Detective Controls
 - Violation Reporting

Test results provided in an extensive report containing:

- Project Overview
- Social Engineering Test Methodology
- Executive Summary
- Business and Technical Risks & Recommendations
- Details & Exposure of Vulnerabilities
- Recommendations and Counter Measures
- Appendix Examples

Additional Options

The PREMIUM level of both the Onsite and Remote Social Engineering Engagement also includes the following training material provided in an extensive recorded 'Flash' module:

- History of Onsite Social Engineering
- Real-world Examples
- Common Pitfalls of Compromise
- Best Practices for Defending Against Social Engineering

Customers opting for a PREMIUM Social Engineering Engagement may choose to receive unlimited access to TraceSecurity Compliance Manager with the following benefits:

- **TraceTrain** - Automated Learning Management System and Training Management; Including Access to Security Awareness Training content

About TraceSecurity

TraceSecurity provides compliance and risk management solutions to organizations of all sizes that help them achieve, maintain and demonstrate security compliance while significantly improving their security posture. Over 1,000 organizations currently leverage our on-demand, web-based applications backed by expert professional services and analysis to address all critical components of their security compliance program, including people, process and technology.