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Safe Space

DIGITAL LITERACY CURRICULUM

STUDENT'S WORKSHOP
SOCIAL ENGINEERING

State of Qatar
Ministry of Transport & Communications
دولة قطر
وزارة المواصلات والاتصالات

State of Qatar
Ministry of Education and Higher Education

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Social Engineering – Today's Objectives

- Definition – Social Engineering.
- SE Concept Breakdown.
- Human Based Deception.
- Computer or Technology Based Deception.
- Behaviors vulnerable to SE attacks.

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Social Engineering – Today's Objectives

- How much Impact could this have on US?
- How to evaluate?
- Lets Role Play! ACT2.
- How to be protective against Social Engineering?
- General Advice.

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Definition – Social Engineering

Social engineering is the ‘art’ of utilizing human behavior to breach security without the participant (or victim) even realizing that they have been manipulated. ~ SANS.org

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Social Engineering – Concept Breakdown

There are **two main** categories under which all social engineering attempts could be classified – **computer or technology** based deception, and **human** based deception.

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Social Engineering – Human Based Deception

- **Direct approach** → i.e. tailgating or direct deception.
- **Dumpster Diving** → i.e. get valuable information through the bin.
- **Spying and eavesdropping** → i.e. spy to get your credentials. (also, shoulder surfing)
- **Technical Expert** → i.e. act as a support technician to access an employee computer information.

Social Engineering – Human Based Deception

- **Support staff** → i.e. a man dressed like the cleaning crew to steal personal information.
- **The voice of Authority** → i.e. pretend to be someone in authority to gain access to confidential information.

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Social Engineering – Computer or Technology Based Deception

- **The Trojan horse** → the attacker sends what appears to be harmless email to random recipients.
- **The popup window** → created by the attacker to request the user to enter their ID and password.

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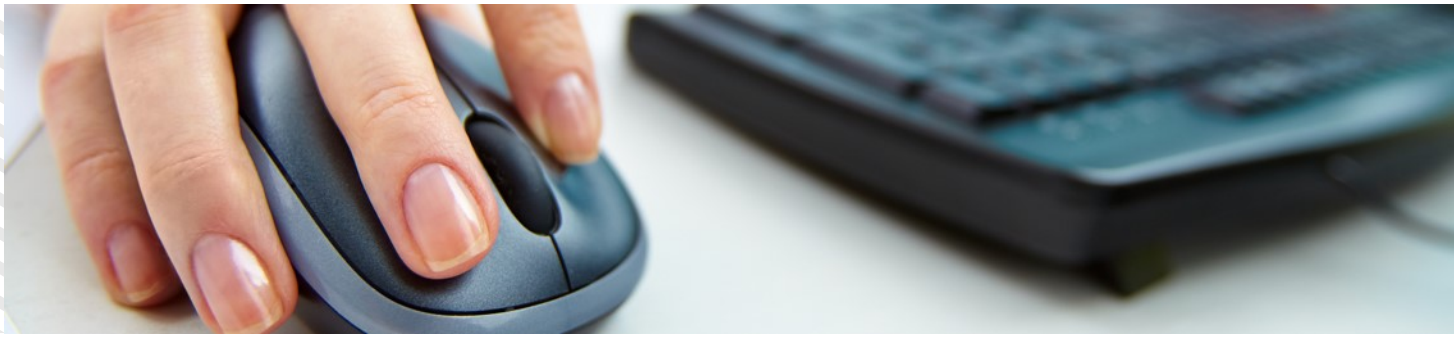
Social Engineering – Computer or Technology Based Deception

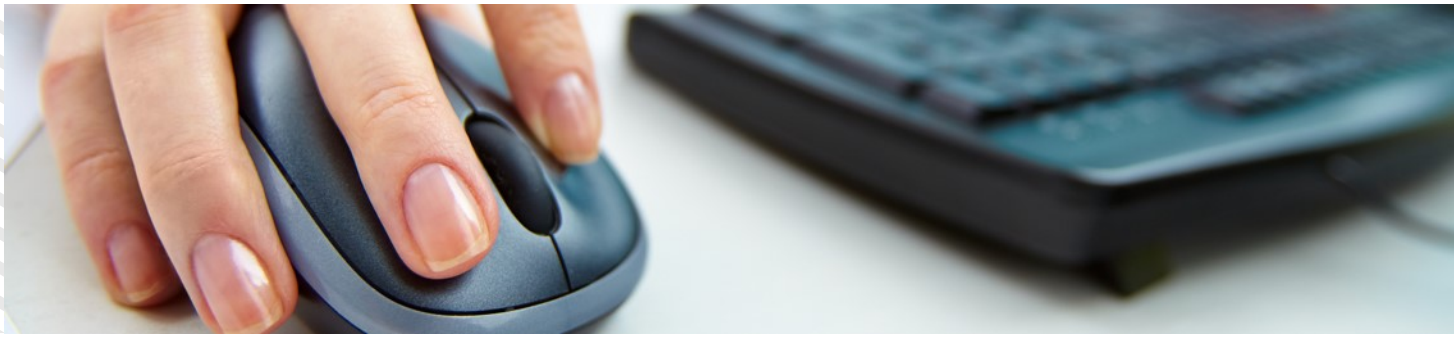
- **Spear Phishing** → an email from a legitimate person you know – department head, help desk, etc.. Asking for your name or password.
- **Phishing emails** → is used to fraudulently obtain private information.
- **IVR / Phone Phishing** → an IVR that sounds like your bank which asks you on personal details.

Social Engineering – Behaviors Vulnerable to Social Engineering Attacks



- **Trust** → Direct approach, Technical expert, Spear Phishing, IVR Phishing.
- **Desire to be helpful** → Direct approach, Technical expert, Voice of Authority.
- **Wish to get something for nothing** → Trojan horse, Phishing emails.
- **Curiosity** → Trojan horse, Open email attachments from unknown senders.

Social Engineering – Behaviors Vulnerable to Social Engineering Attacks



- **Fear of the unknown, or of losing something** → Popup window
- **Ignorance** → Dumpster diving, Direct approach.
- **Carelessness** → Dumpster diving, Spying and eavesdropping.

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Social Engineering – How much Impact could this have on US?

- Personal information get exposed, stolen, or lost.
- Get exposed to Identity theft, or Cyber Bullying.
- Expose your computer system to viruses.
- Puts us in jail.
- Puts our family at stake.
- Bad information spread viral on our behalf.
- Bank accounts get hacked.

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Social Engineering – How to Evaluate?

- Why are you being asked for this information?
- Is it common to be asked for this sort of information in this format?
- Is the request coming from a known source?

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Social Engineering – How to Evaluate?

- Know the consequence, if information is not provided?
- Is there pressure to provide your personal information?
- Is there a way to ask for a call back number to verify?

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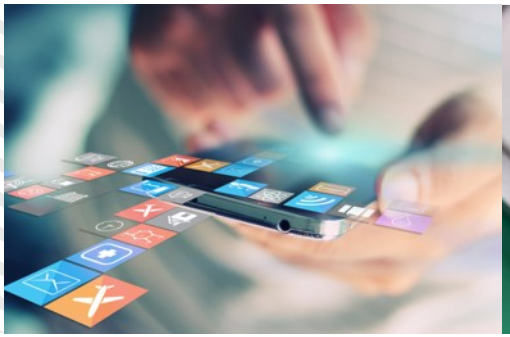
Social Engineering – Let's Role Play



- **ACT2** - Scenario role playing

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Social Engineering – How to be protective against Social Engineering?

On the internet:

- Do not click on any attachment in an email coming from an unknown source.

- Recognize that banks and IT administrators will never ask for passwords or PIN numbers over email or even in person.

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Social Engineering – How to be protective against Social Engineering?

On the internet:

- Maintain different passwords for different online services and ensure a strong password.
- Always validate the source who is asking your information over email/phone.
- Install a premium antivirus software which will alert spam, virus and malware affected files.

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Social Engineering – How to be protective against Social Engineering?

When in person:

- Never be pressurized to share your information when someone says “I know you? You didn’t recognize me?” .

- Never give your phone to anyone under any pretext such as (battery discharged or lost).

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Social Engineering – How to be protective against Social Engineering?

When in person:

- Never ask strangers to come home in your parents' absence.
- Always ensure that your cell phone or smart devices are password secured.

Social Engineering – How to be protective against Social Engineering?

When in person:

- Always be cautious of your surroundings when you are viewing your personal information.
- Never connect a USB which you found unattended.

Social Engineering – How to be protective against Social Engineering?

When in person:

- Never leave your bag with personal identifiable information unattended while playing at the ground.

- Always shred documents that have your name and address on it before discarding them.

Social Engineering – How to be protective against Social Engineering?

When in person:

- Always store important confidential documents in locked cupboards.

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Social Engineering – General Advice

- Don’t trust anyone that you haven't met in real life.
- Don’t give out credentials to anyone, no matter how much authorities they have.
- Don’t trust any link you see, verify first.

Social Engineering – General Advice

- Before your write your password, check first if someone is surfing your shoulder.
- Shred confidential information before you dump it in the trash.

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Social Engineering – Any Questions?

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Thank you

For more information,
please contact us at info@safespace.qa