

FCX' CYBER SECURITY POSTURE IMPROVEMENT MANAGEMENT PROCESS

We start by establishing commitment to having a solid plan in place. Internal support for IT team ensured.

1. Engaging internal stakeholders within the organization who understand the potential risks and are ready to take action.
2. Ensuring to set aside a minimum of 10 hours to spend on the project.
3. Sign confidentiality paperwork.
4. Create a task force within the organization who will carry out tasks in case breach occurs.
5. Set up project space between FCX and this team.

Once the team has been assembled and preparation has been concluded, the actual work of performing a joined analysis can start.

We follow a 10-step process:

Step 1: Inventory



We take an inventory with contact information of existing service providers so the team has this contact information at their fingertips. In case we need to contact them, we can.

Step 3: Discuss Data Types



We discuss what type of data your organization might have and hold in order to reduce dark and unknown data.

1. Is there a structured database?
2. Or are there also files, images or documents?

Step 2: Survey

We determine where - on which platform - most sensitive data is housed. Liken this to surveying the land for the build of the fortress or fortified palace, we need to determine what parts of the castle are most vulnerable so we can draw the architectural plans around what we need to protect.

This could include: Software or Software as a Service, such as a home grown CRM, Salesforce, Peachtree. This can include on premise Servers or Cloud Based Infrastructure or Platforms.

Simultaneously we ask questions around what is being done to protect this data today, what types of technologies and subscriptions are in place to do this.

1. What is done to physically protect sensitive data?
2. Is data backed up regularly in a secure place?
3. Is sensitive information encrypted at rest and in transit?
4. Does the company use multi-factor authentication?
5. Are modern firewalls present?
6. Is the network segmented or not?
7. Is software updated regularly?
8. Does the business have a web hosting provider who offers TLS and email authentication?
9. What programs and HR policies are in place to ensure human error is minimized?
10. What kind of ongoing training programs are in place?
11. What are the formal policies in disposing of electronic files and old devices and what is being done when a device is lost or stolen?

Step 4: Unified View

We create a spreadsheet together with the team to build an accurate data inventory so they can gain visibility in a unified view. We work on undelving more information. We seek to uncover what data the business has and holds, find out who it belongs to, how important is it and where it is stored. In the interest of time and budget, we then focus on 6 key data types:



A: Password, ID numbers and security access tokens - how are they stored? Are they complex enough? Are they being shared in an unsafe way?

B: Social Security Numbers - where are they stored?

C: Date of Birth or Death and Mother's Maiden Name? - Where is this stored?

D: Credit card numbers - Where are they stored and what kind of payment system is used?

E: Sensitive files such as medical records, financial and legal documents - Where are they stored?

F: Customer username and passwords for portals - Where are they stored?



Step 5: Compliance and Damage

Once the location of these 6 key data types has been determined we will dive more deeply into it:

1. Compliance -Which data needs to receive which levels of protection based upon your industry?
2. Potential for Damage – Which data needs to be protected fast and at which level? This to prevent loss of reputation and customer goodwill?



Step 6: ROI

We have a discussion around budget and return on investment.



Step 7: Design and Bake Off

Once we know the risk levels and discussed budget, we will engage 3 cyber security partner vendors who can offer easy to implement and affordable solutions. FCX has a three-prong approach to build you a Fortified Castle. The solution will include:

Step 1 - IDENTIFY:

Conduct a thorough Stress Test to IDENTIFY & expose the current security gaps & existing threats within your network.

Step 2 - MITIGATE:

Deploy Managed Network Security Services to MITIGATE all current & potential threats and close all the gaps.

Step 3 - MONITOR & PROTECT:

With Managed Network Service in place, provide complete PROTECTION on all your assets and support for your team 24/7/365 – backed by Security Operation Center (SOCs).



Step 8: Bake Off Part 2

We quarterback discussions with 3 suitable vendors to ensure the sensitive data we identified will get protected going forward. We are looking to build a fort around that data so much so that the reputation of your business remains unshakable.



Step 9: Decision and Insurance

When we are in the decision phase of which technology solutions to implement, we will engage your insurance broker to make sure that the planned new solutions will ensure your customers qualify for the coverage they are seeking.



Step 10: Implementation

The executive team chooses the final cyber security solution set.

After subscriptions are put in place, FCX stays fully engaged with your team as the provider's implementation team goes to work. FCX's own customer support team advocates for you and works to ensure the chosen cloud partner implements the new technology solutions as quickly and effectively as possible. Only when your team feels the solutions has been implemented fully FCX's implementation team will disengage.

After implementation, we continue to offer ongoing support for the life of the account and can set up annual or bi-annual assessments with your team to ensure that your data stays protected. When the next wave of projects start, we can continue to ensure the chosen solution works well with other new cloud deployments.



ABOUT US

Firstlight Cloud Xchange is a Manhattan based consulting firm specializing in Cloud-Based Business Communication Solutions, Cloud Consulting, Cyber Security, Network Services & Mobility Solutions. For over 20 years, FCX has been a leader in guiding businesses through their technology journey. Our team ensured our clientele was and is supported in selecting the best suitable technology for their business, as well as fully managed on-boarding and implementation of that technology.

WHY CHOOSE US

Your Success is Our Success.

The race to the Cloud from On-premise services brings tremendous advantages as well as many challenges. FCX brings the expertise, knowledge, strategic partnership and the manpower to seamlessly migrate your business to the Cloud. Our commitment is to you. By taking the time to fully understand how you define success, we tailor and implement the right solution for your business.

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