

A change in Cyber culture at a Financial Services Firm

Background

Seeking 3rd Party validation for their existing technology infrastructure, IT security budget, security policies and procedures, and advice on potential improvement strategies, the Technology department of the financial services firm invited Remora to perform a Cyber Risk Assessment and provide recommendations. The initiative was approved by the firm's Board of Directors.

Services performed

Our ISO27001-NIST based Risk Assessment

Observations and Approach

The Client had been experiencing numerous security-related incidents comprising malware penetrations, network failures, PC break-downs, and leaks of company employee personal data.

A business-wide lack of awareness of the firm's IT security policies, and the lack of appreciation by management that this could present an issue, was a major contributor to the frequency of these incidents.

All our testing exercises were carried out with the prior approval of the client.

As part of the project we were able to:

- as a part of social engineering exercise, obtain a key to the Comms Room from a business centre secretary without any authorisation
- perform a number of test security checks that allowed us to gain access to

the internal databases from externally-managed negotiation rooms

- find sensitive security information on sticky notes laying around the office
- identify a PC on the firm's internal network that was not only located in a public area of the building, but also usable by anyone including cleaning staff.

Deliverables and Conclusions

We presented our report to the company's Board of Directors. The report listed the major pitfalls in the organizational culture, with suggested ISO27001-compliant improvements for both the organizational policies and procedures and the internal documentation of the Technology department.

Our findings ultimately led to:

- the appropriate investment being made in improving the security of externally-facing infrastructure
- business-wide appreciation of the challenges faced by the Technology Team and an enhancement across the firm of its mindset towards IT Security

Find out more :

hello@remora.co.uk

0203 617 6990

www.remora.co.uk