



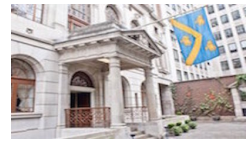
## Cyber Security

## How to run an IT Tender



## Charity IT Agenda

- **What is Cyber Security?**
- **Why is it important?**
- **How you could be hacked**
- **Cyber Security Awareness for staff**
- **How to run an IT tender**



## Cyber Security



### Who would want to attack you?

- **Criminals after money**
- **Range from single criminal to trained team of state sponsored experienced hackers**
- **By 2014 50% of financial companies had fallen victim to a cyber attack – that admitted it**
- **Yahoo hack, the NHS WannaCry exploit, Experian....**



## Cyber Security



**Who would want to attack you?**

- **Politically motivated hackers?**
- **Aiming to damage reputation or generate headlines**
- **The competition?**
- **Stakeholders with a grudge?**

**How?**

- **Gain access to your PC**  
**... by running a file or clicking a link**

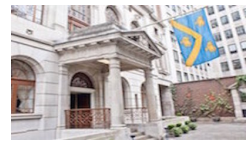


## Cyber Security



### The impact

- **Could be a significant impact**
- **Disruption to services**
- **Reputational damage**
- **Compromise customer trust**
- **Financial loss**
- **Privacy and safety – Smart device tracking**



## Cyber Security



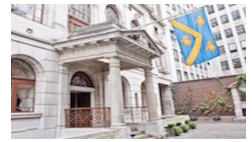


## Cyber Security



How it could happen... case studies

1. The coffee shop or hotel Wi-Fi
2. The open window / memory stick
3. The unlocked phone
4. Out of office and “checking in”
5. Shoulder surfing
6. Over the phone
7. Phishing....



## Cyber Security



Dear Customer,

We noticed some unusual activity on your HSBC account. In order to protect you we have temporarily blocked access to your online banking.

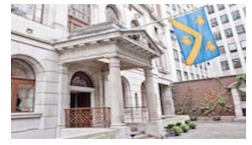
How can you unblock your account?

The fastest way to unlock your HSBC account is to verify your account here [www.looklikeabank.com](http://www.looklikeabank.com)

Thanks

The HSBC team





## Cyber Security



### Password safety

- Complexity is important - Symbols, numbers, capitals
- Password managers (e.g. LastPass)
- Don't send on email
- Keep business/personal separate
- Encryption
- Regularly change and don't share passwords
- Cyber Security Training for staff



## Cyber Security



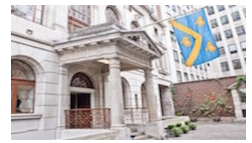
**Staff training**

**Proactive IT monitoring**

**Proactive IT support**

**Test your team to keep them aware**

**Cyber security governance – audit to evidence you are safe**



## Running an IT Tender



## IT Tenders



- **Start with a three year plan – start with the end in mind!**
- **Consider tendering jointly with partner organisations**
- **Insist on seeing potential providers offices and accounts**
- **Keep data in the UK**
- **Speak to referees and if possible visit them personally**
- **Request historic performance data and mystery shop**
- **Look for a strategic partner to help with tenders, grants, governance and policies as well as tech**
- **Use an ethical supplier**



## Professional IT Ethical Business Model



[www.kcsltd.co.uk](http://www.kcsltd.co.uk)

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