

LISTEN.  
THINK.  
SOLVE.®

# They're People Not Data! The Human Side of Insider Cyberthreats

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Senior Vice President Human Resources  
Rockwell Automation

Dawn Cappelli  
VP, Global Security and Chief Information Security Officer  
Rockwell Automation

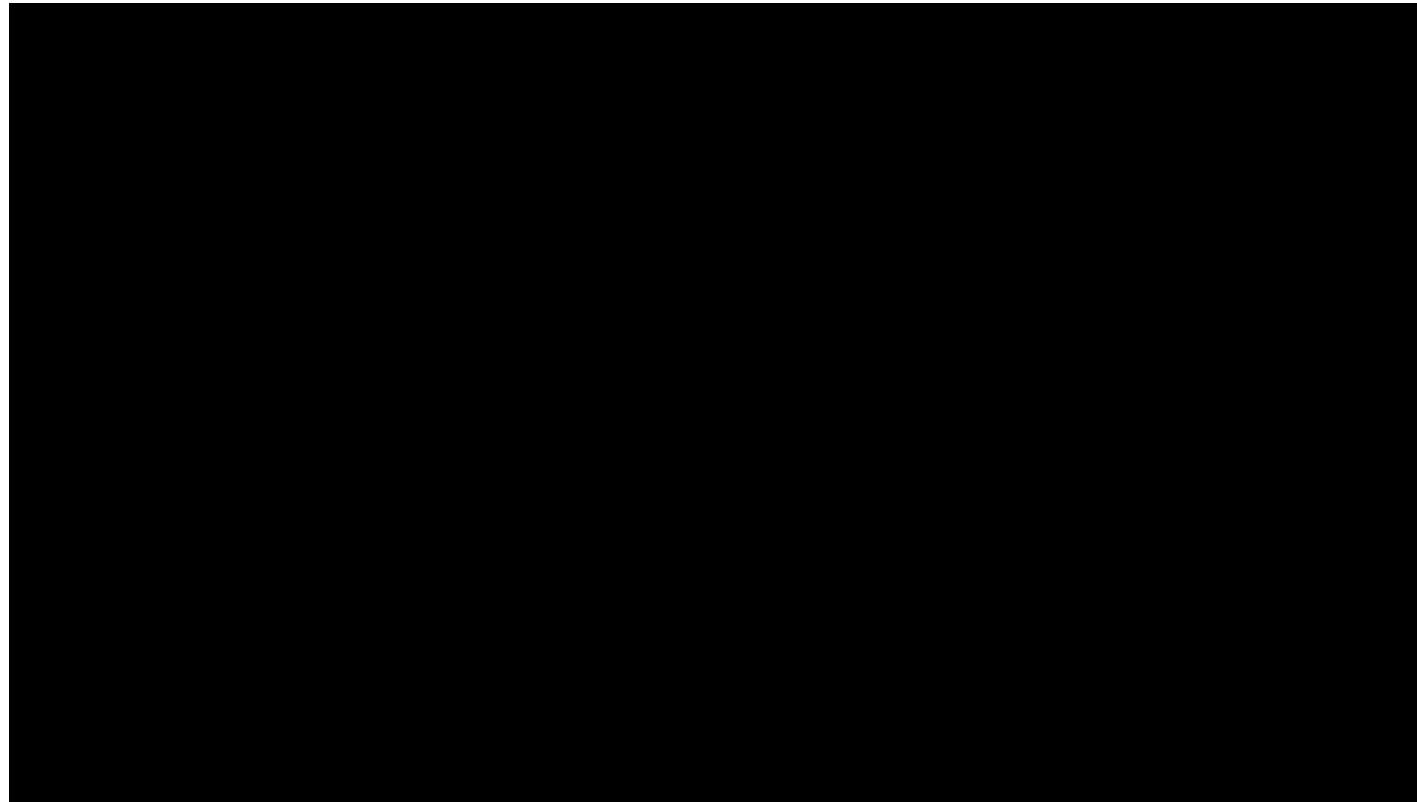


PUBLIC

 *Allen-Bradley • Rockwell Software*

**Rockwell  
Automation**

# Potential Insider Threat?



<https://www.youtube.com/watch?v=6AlqHORFFaE>

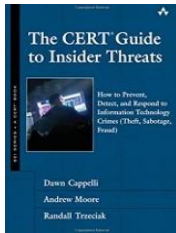
# Introduction – Dawn Cappelli



Software Engineer, Westinghouse Electric Company 1980-1988



Software Engineer, Carnegie Mellon University and the Software Engineering Institute 1988-2001



Cybersecurity Researcher, CERT - Carnegie Mellon University  
Software Engineering Institute 2001-2013



Director, Insider Risk Management, Rockwell Automation 2013-2015  
VP, Information Risk Management, 2015-2016  
VP and CISO, 2016



# Introduction – Susan Schmitt



Senior Vice President Human Resources,  
Rockwell Automation since 2007



VP HR and various roles for Kellogg Company, including an overseas  
assignment - 1995-2007



Management Consulting in multiple industries 1992-1995



Federal Reserve Bank of Chicago – Compensation Manager  
Helene Curtis Inc. – Various Compensation Roles  
Masters Degree – Industrial Organizational Psychology

# Who is Rockwell Automation?

**Rockwell  
Automation**



**\$6.3B**  
FISCAL 2017 SALES

**22,000**  
EMPLOYEES



**80+**  
COUNTRIES

WORLD'S LARGEST COMPANY DEDICATED  
TO INDUSTRIAL AUTOMATION AND INFORMATION



**AUTOMATION SOLUTIONS** for a *broad range of industries*

SERVING  
CUSTOMERS FOR  
**114 YRS**

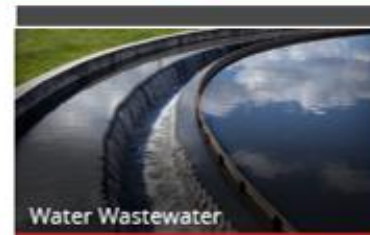


- Innovation
- Domain expertise
- Culture of integrity & corporate responsibility

ABOVE-MARKET GROWTH | PRODUCTIVITY | INTELLECTUAL CAPITAL >>> **VALUE CREATION**

# Industries we Support

**Rockwell  
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- Convince you that insider risk cannot be mitigated unless your team, processes, and technical tools are people-focused
- Describe how Human Resources (HR) and managers are critical partners in providing a people-focused approach for Rockwell Automation's insider risk program
- Provide practical tips that you can use at your company next week to start building this type of a people-focused program

# The Rockwell Automation Insider Risk Program

***The Society of Women Engineers (SWE) awarded our  
Insider Risk team with the Global Team Leadership  
Award in October 2016***





# Are You Stopping Your IP From Walking Out Your Door?

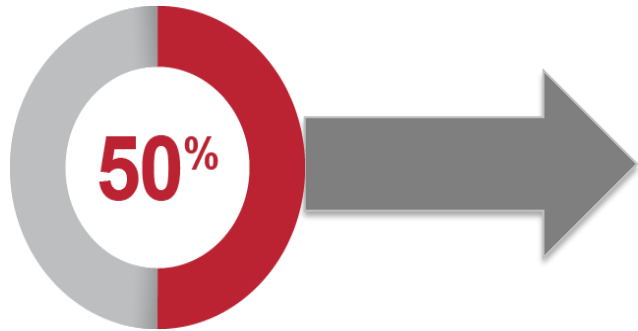
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*Symantec, 2013: What's Yours Is Mine: How Employees are Putting Your Intellectual Property at Risk. <http://bit.ly/XFjYwQ>*

# Are You Stopping Your IP from Walking Out Your Door?

Statistically, half of the people leaving your company are taking confidential corporate information with them!



# What You Don't Know CAN Hurt You!

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# Focus on the PEOPLE!



# Focus Your Limited Resources

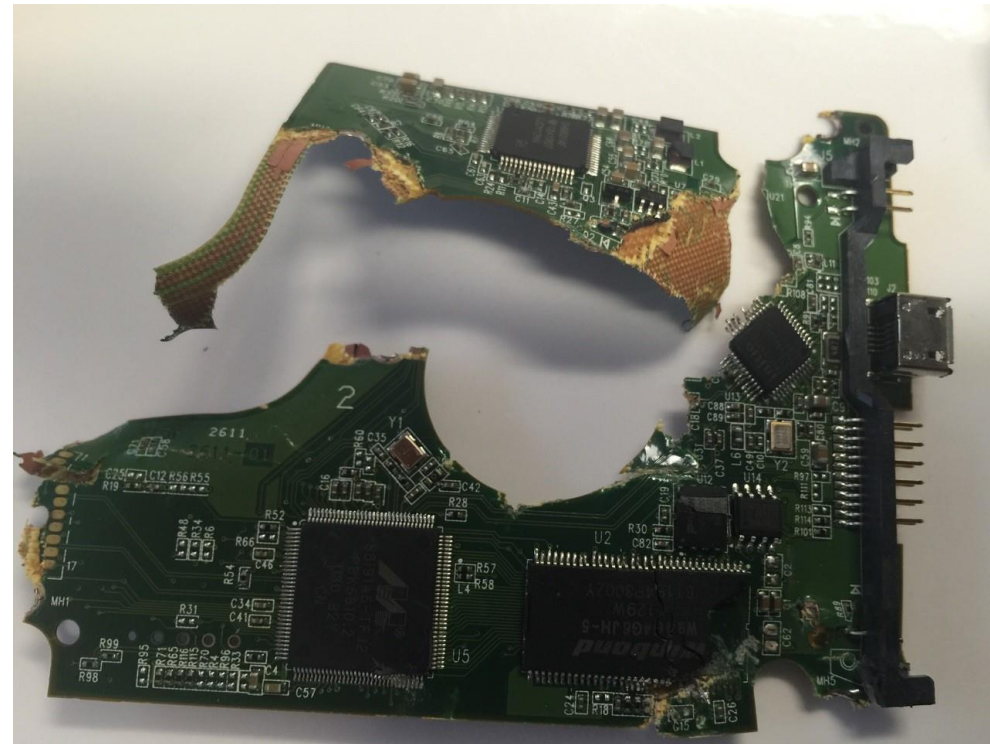


- *50% of insiders who steal IP do it within 1 month of leaving the company*
- *70% within 2 months*
- *Over 80% within 3 months*

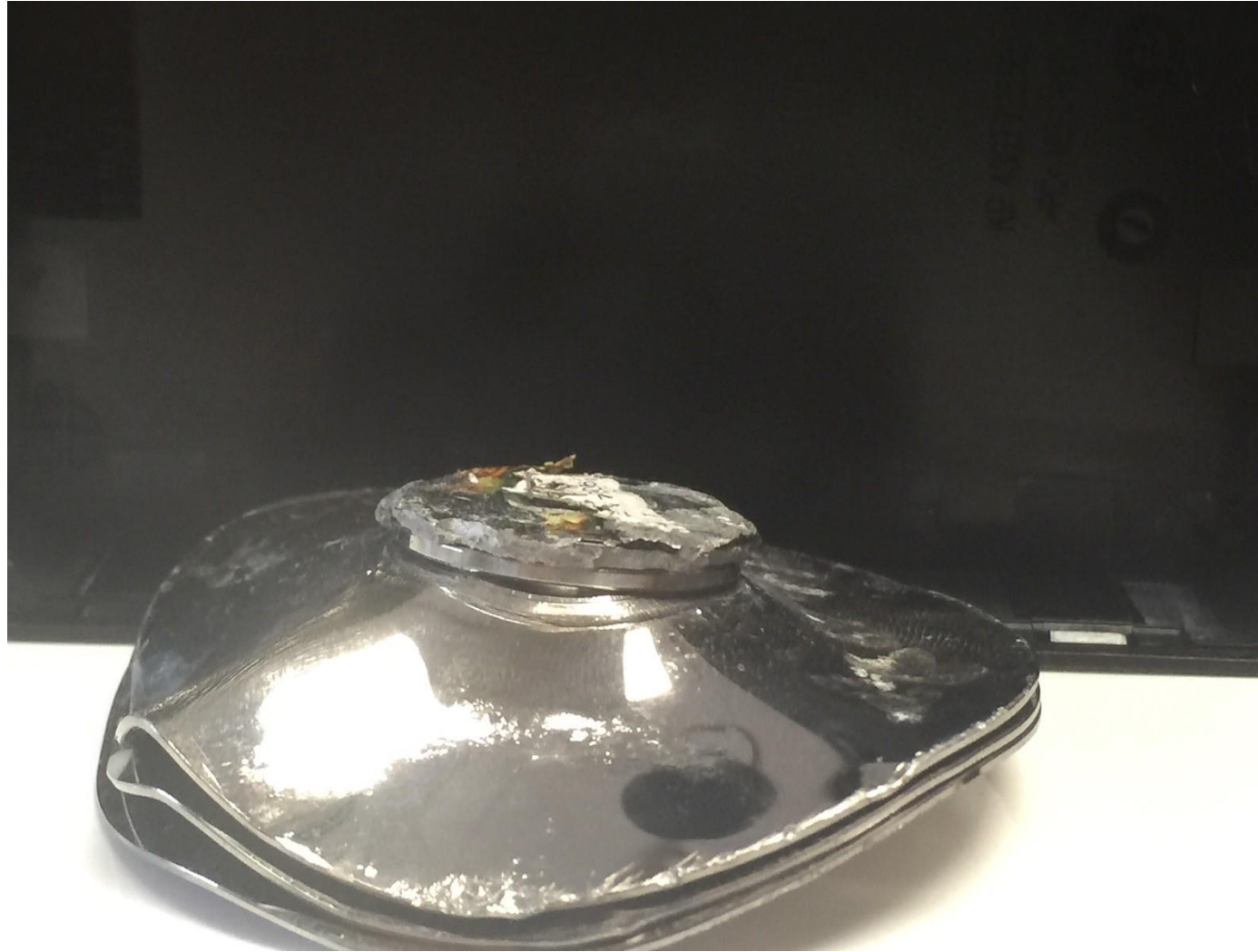
Software Engineering Institute, 2013. *Justification of a Pattern for Detecting Intellectual Property Theft by Departing Insiders:*

<http://repository.cmu.edu/cgi/viewcontent.cgi?article=1731&context=sei>

# An Unusual End to a Theft of IP Case!



# The Damaged Evidence



# The Scene of the Attack





# The Weapons



- **CERT's 90 day window works!**
- **HR's role is essential**
- **Beware of social engineering by insiders, not just outsiders**
  - Understand and be on the watch for cultural norms surrounding authority
- **Never give up!**
- **Communicate carefully - especially when there are language / cultural issues**
- **Trust but verify**

# A New People Focus – Insider Cyber Sabotage



# Could this happen to you?

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<https://www.youtube.com/watch?v=YvLP07DO1JA>

# SCADA System – Insider Cyber Sabotage

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Automation**



# Financial System - Insider Cyber Sabotage

**Rockwell  
Automation**



# HR: Your Global Team

If you can educate HR to understand the warning patterns of behavior and contextual issues, then they can be your eyes and ears across the globe



# Early Warning of Organizational Risk of Sabotage is Critical!

If a technical team like IT or a software engineering team is under significant stress, it is important for the managers to take a step back and carefully consider whether they have anyone exhibiting these behavioral patterns.





# Your Action Plan – The Next 3 Months

## Build the Foundation



**Get HR and Legal on Board**



**Work with IT to create  
auditing capability**



**Begin training HR**

## Begin a Pilot



### **REMEMBER**

*You have a 50/50 chance of discovering someone trying to take confidential information every time you do an audit!!*

# Your Action Plan – Months 5-6

**GO GLOBAL!**



## Mature the Program



**Create investigations playbook**



**Train HR and management on  
Insider Cyber Sabotage**



**Automate**

# Will Nation States Use Insiders?

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# City on alert amid terror arrests

**IS THREAT** Dozen suspects held for planning R-Day attacks across country

HT Correspondents  
\* letters@hindustantimes.com

**NEW DELHI:** Authorities issued an alert in Delhi on Friday after the driver of a taxi allegedly hijacked near the scene of a recent terror attack on Punjab's Pathankot airbase was found murdered, sparking security concerns amid a nationwide crackdown by the NIA on alleged Islamic State militants.

Delhi Police released photos of suspects and vehicle details through their Twitter handle saying the Maruti Alto was hired by three unidentified men on January 20. The driver, Vijay Kumar, was later found dead in Himachal Pradesh's

Kangra district, officials said. The alert came amid heightened security across the nation ahead of Republic Day celebrations to be attended in Delhi by French President Francois Hollande as chief guest, months after his country was hit by a series of coordinated terror attacks claimed by the IS. The National Investigation Agency arrested or detained over a dozen people, including the self-appointed India head of IS, during raids in Karnataka, UP, Andhra Pradesh and Maharashtra that sources said blew the lid off a sweeping network of the terror group with plans to carry out blasts here.

CONTINUED ON PAGE 6



■ Army troops stand guard outside Rashtrapati Bhavan after Republic Day rehearsals on Friday. » P4,5  
VIRENDRA SINGH GOSAIN / HT

**KVs shut, security beefed up in univs**

HT Correspondents  
\* letters@hindustantimes.com

**NEW DELHI:** Kendriya Vidyalayas in air force stations in and around the Capital will remain closed till January 27 due to security concerns that also saw DU and JNU up their guard.

The schools remained closed on Friday after a notice said the step was being taken due to threat perception. The decision, said sources came after Border Security Force and Indian Air Force officials met the schools principals.

Delhi University and Jawaharlal Nehru University too, have tightened security with advisories asking for guards to be posted at all entry gates and not allow in unauthorised persons. Vehicles entering sprawling campuses are also being checked.

### HT SPECIAL

P13

#### ARE WE READY FOR ANOTHER PATHANKOT?

The men and machines at the heart of the anti-terror mechanism clearly need urgent training and upgrade if security forces have to gain an upper hand over terrorists who strike at will

### more stories

#### Salwinder Singh comes out clean in lie-detector test

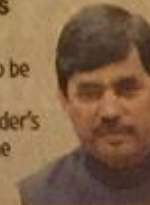
The Punjab police officer, who was allegedly abducted by the Pathankot attackers, aced the polygraph test, home ministry sources said. Raids on his residences also did not turn up anything suspicious

»P11

#### Shahnawaz gets 'threat' letter

A letter, claiming to be from Islamic State, questioned BJP leader's association with the party and labelled him infidel

»P11



# January 2016 – New Delhi

The alleged chief, or Ameer, 34-year-old Munabeer Mushtaq from Mumbai, is a software engineer and was in touch

Sheikh, a trained web designer from Thane Polytechnic, was radicalised over the internet in the past two years and was on the scanner

# Workplace Link

## Terrorist attack in the US

### The New York Times

#### *Omar Mateen: From Early Promise to F.B.I. Surveillance*

Two years after that, the [Federal Bureau of Investigation](#) was called in after reports from Mr. Mateen's co-workers that he, the American-born son of Afghan immigrants, had suggested he may have had terrorist ties.

The company also did not respond to questions about Mr. Mateen's conduct raised by one of his former co-workers.

The [co-worker, Daniel Gilroy](#), said in an interview on Sunday that he had expressed concerns to G4S about Mr. Mateen's demeanor when they both worked as security guards assigned to the PGA Village, a resort in Port St. Lucie.

"He talked about killing people all the time," said Mr. Gilroy, who joined G4S after a career with the Fort Pierce police and later left the security firm.



# Workplace Violence Linked to ISIS: San Bernardino Attack

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Syed Rizwan Farook  
attacked in his  
workplace.



# What New Threats are Just Over the Horizon?



# In Summary – Our Goal:

**Change the  
perception of  
Insider Risk  
from this...**



# In Summary – Our Goal:

**To this!**



# Workshop: A Powerful HR Led Approach to Managing Insider Risk

- **When:** October 24-25, 2018
- **Where:** Rockwell Automation Headquarters – Milwaukee
- **Cost:** Free
- **Purpose:** Increase the understanding of insider risks & the important role HR plays in mitigating and managing that risk
- **Objective:** Create an interactive, confidential environment where participants feel comfortable sharing experiences, challenges, practices, ideas, questions and concerns.

# Questions / Discussion



*Please direct comments and questions to:*

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