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Bringing Data Security to Everyone: An Awareness Approach

Sarah Sletzinger
Proposed Agenda 2018

- About BC
- What we said we would do
- What we did
- Numbers
- Successes
- Challenges
- Next Steps
ITS Strategic Plan - Security

Objective:
Position Boston College as a leader in security education and awareness as a means of minimizing the associated risks to the University community.
ITS Strategic Plan - Security

Action Item:

1. Design and implement ongoing data security awareness campaigns for all levels of the University community that:
   i. address current and potential risks and compliance issues
   ii. reflect outside research and best practices
   iii. are informed by community input and feedback
Our Approach to SETA

- Guided by the literature
- Collaboration
- ITS Security & ITS Communications and Training
- Senior Management Sponsorship
The Goal

Collaborate with a wide range of faculty and staff to create a Security Awareness program framework that will aid in the development of a culture of security at all levels within the BC employee community.
SETA Year 1 Process

1. Determine a Topic
2. Survey for baseline
3. Workshops
4. Develop Education Program
5. Implement Education Program
Timeline

- **Survey # 1 Sent**: January 2015
- **Completed Development Workshops**: May 2015
- **In-Person Training Begins**: December 2015
- **In-Person Training Ends**: June 2017
Selected a Topic

- Narrowing the topic: “What data goes where?”
- Senior Management Sign-Off
- Weekly team meetings
- Monthly meetings with Senior Management
Established a Baseline

Creating a Survey

Collaborated with Institutional Research Planning & Assessment on survey to all faculty and staff.
Sample of Survey Questions

Please describe your level of awareness with the following security topics...

- Boston College’s Data Security Policies
Sample of Survey Questions

Please describe your level of awareness with the following security topics...

- Massachusetts Personally Identifiable Information
Sample of Survey Questions

Please describe your level of awareness with the following security topics...

- Family Educational Rights and Privacy Act (FERPA)
Development Workshops

- 3 Workshops
- 30 faculty/staff per workshop
- 2 Interactive Activities
  - Learning Task
  - Learning Styles
- Polls
Workshop Findings

How to Implement SETA:
- Mixed approach to education:
  - In-person & online
- Departmental training
- Optional (but strongly encouraged)

Considerations:
- Highlight and expand existing web resources
- Don't test
University-wide Training:

- **Topic:** “What Data Goes Where”
- **Audience:** Administrative & Academic departments
- **In-Person:** Departmental & General
- **Shared Resources:** Included a follow-up email
- **Interactive:** Included group discussions and polls
- **Empowering:** Gave information on how to learn more and get help.

1. Highlighted the Data Security Officer (DSO)
What is data breach?

- Involves:
  - Sensitivity
  - Value
  - Unintentional

- Causes:
  - Theft
  - Malware
  - Misuse

Data Storage Locations Examples:

Regulated Data Chart

![Regulated Data Chart]

What Data Goes Where?
Protecting Your Data @ Boston College

Sarah Sletzinger
BC Information Technology Services

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How

- **Duration:** 15, 30 and 45 minute training available.
- **Scheduling:** Scheduled with each department.
- **Attendance:** Recorded each attendee.
- **Team Meetings:** Continued weekly & monthly meetings.
- **Identified Common Questions:** Kept track of questions from attendees.
- **Dashboard:** Created a dashboard of data for ITS management (ITS wiki)
Results by the Numbers

Number of sessions: 149 sessions

Number of months: 19 Months

Number of departments: 290 Departments

Number of people: 2529
Results by the Numbers - Survey Results

- Re-sent the 2015 survey to all faculty and staff
- Same questions
- Plus new questions about our next topic--Scams
Results

- Overall awareness of security topics improved from 2015 to 2017
- Training attendees showed greater awareness than users who had not attended the training
- Training attendees are more likely to know their Data Security Officer

NOTE: Detailed results were shared during the NERCOMP 2018 Annual Conference live presentation.
Successes

- Sr. leadership invested
- Narrow Content/topic and slides
- Persistence with scheduling
- Flexibility with length of presentation
- Relationships with departments and staff
- Open sessions to catch hard to nail down groups
- Presentation to VPs
- Director of Security nudging colleagues who weren’t scheduled
Successes

Dear Sarah,

Thank you for your wonderful presentation last night! You gave us a lot of valuable information in a pleasant and enjoyable way.

I’m printing out your e-mail and will use it as a reference.

Gratefully,

-Faculty Member, Theology Department
Successes

Thank you for hosting the session, Sarah. It was very informative and the small group discussion generated good conversation.

Career Development Office
Carroll School of Management at Boston College
Successes

I want to thank you for the great presentation you gave about data security yesterday. Although I went through a new faculty orientation in September, there were "old" things I forgot, and plenty of new things I learned. I think it's kind of like CPR--it's such important and nuanced information that I really feel the need for periodic refreshers, so thanks again to each of you!

-Faculty Member, School of Nursing
Challenges

- Scheduling
- Dependency on one trainer
- Online content
- Metrics
Next Steps
The process is as important as the product.
Questions?