# OCTOPUS CONFERENCE CYBERCRIME VICTIMS

# CYBERSECURITY FOR SMEs

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**18 November 2021**

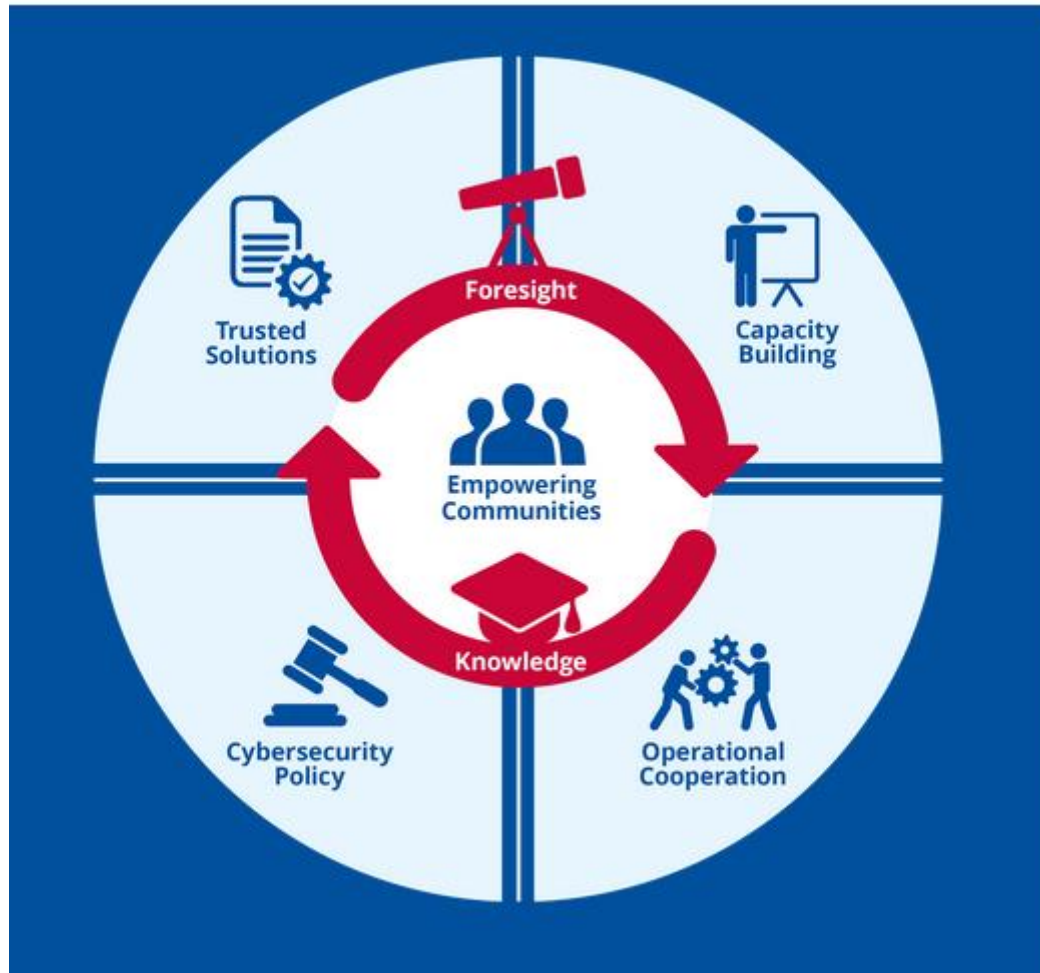# ABOUT ENISA

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# SUPPORTING SMES

**1**



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EUROPEAN UNION AGENCY
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**CYBERSECURITY FOR SMES**

Challenges and Recommendations

JUNE 2021

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Cybersecurity guide for SMEs

**12 STEPS**

TO SECURING YOUR BUSINESS

**3**



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Search for resources, tools, publications and more

English (en)

TOPICS    PUBLICATIONS    TOOLS    NEWS    EVENTS    ABOUT    WORK WITH ENISA    CONTACT

Home › SecureSME

**SecureSME**

How to secure your employees and business from cyberattacks.
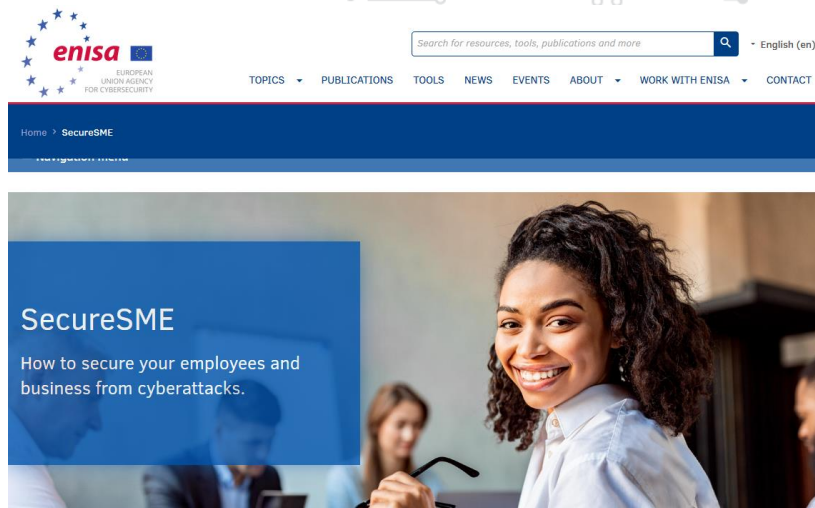
Cybersecurity doesn't necessarily have to be costly for SMEs to implement and maintain. There are several measures that can be implemented, without the company having to invest a large amount.

**4**



*Awareness campaign at FIC*

*In the situation of the COVID19 pandemic, ENISA analysed the ability of EU SMEs to cope with cybersecurity issues in a crisis by identifying cybersecurity challenges and determining advice and good practices, as well as proposals for actions towards Member States to support SMEs improve their cybersecurity posture.*

# BACKGROUND

**99**% 

of all businesses in Europe are SMEs.

**93**%

of all enterprises in Europe are micro SMEs.

## Micro SME

**Staff headcount**
< 10

**Turnover** **or** **Balance sheet total**
≤ € 2 m       ≤ € 2 m

## Small SME

**Staff headcount**
< 50

**Turnover** **or** **Balance sheet total**
≤ € 10 m      ≤ € 10 m

## Medium-sized SME

**Staff headcount**
< 250

**Turnover** **or** **Balance sheet total**
≤ € 50 m      ≤ € 43 m

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# KEY FINDINGS

## Study Participants

- **~250 SMEs**
- **25 EU MS**

## Distribution

- 16% Medium-sized SME
- 28% Small SME
- 56% Micro SME
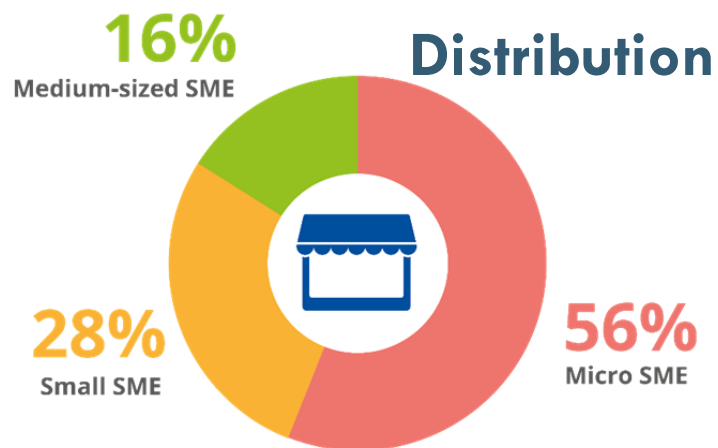
## Increased dependency on ICT

**LESS USED INFORMATION SERVICES**

- E-learning
- e-commerce

**MOST USED INFORMATION SERVICES**

- Teleworking
- Banking Transaction
- Emails
- Information Search

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# KEY FINDINGS

**85%**

**Cybersecurity a key concern for businesses**

**84%**

**OF CYBERATTACKS**
rely on social engineering
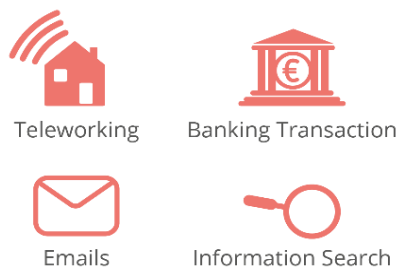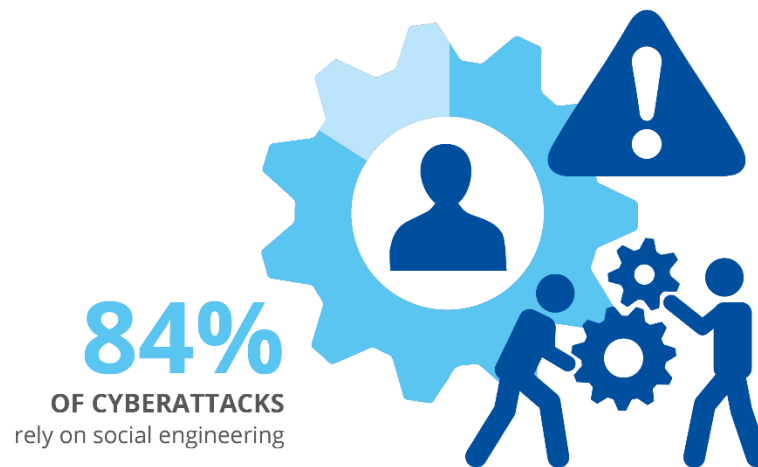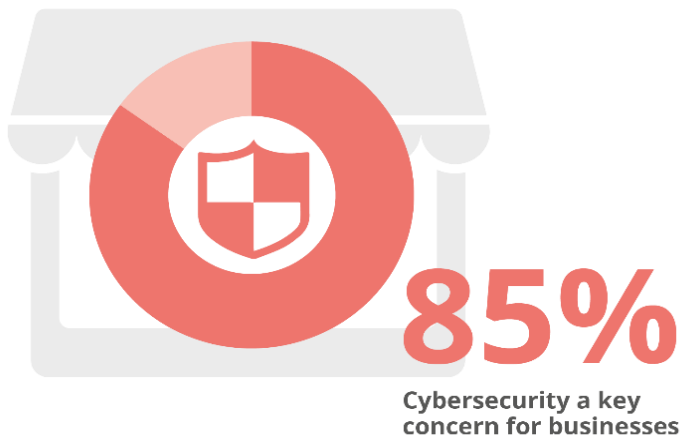
**41%**
Phising

**40%**
Web based attack

**39%**
General malware

**19%**
Malicious insider

**12%**
Denial of service

**11%**
Social engineering

**7%**
Compromised/ stolen device

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# KEY FINDINGS

**LESS THAN**

## 30%

**OF THE PARTICIPANTS**

Removable media management

ISMS

Security Officer

Incident response structure

Business continuity and Disaster recovery plan

Cyber/ Information

**MORE THAN**

## 70%

**OF THE PARTICIPANTS**

Backup

Antivirus

Firewall

Systematic updating of software

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# CHALLENGES

- **low cybersecurity awareness of the personnel,**
- **inadequate protection of critical and sensitive information,**
- **lack of budget,**
- **lack of ICT cybersecurity specialists,**
- **lack of suitable cybersecurity guidelines specific to SMEs,**
- **shadow IT, i.e. shift of work in ICT environment out of SME's control,**
- **low management support.**

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# USE CASE SCENARIOS & LESSONS LEARNT

## RANSOMWARE ATTACK

- Company Type     : IT Software Service Provider
- Company Size     : < 50 employees
- Breach Type       : Ransomware attack

## STOLEN LAPTOP

- Company Type     : Legal Firm
- Company Size     : <25 employees
- Breach Type       : Laptop stolen containing sensitive client data

## EMAIL ACCOUNT HIJACKED

- Company Type     : Marketing and branding company
- Company Size     : <25 employees
- Breach Type       : Email account hijacked

## CEO FRAUD

- Company Type     : Technology Company
- Company Size     : <75 employees
- Breach Type       : CEO Fraud

## LESSONS LEARNT

- **Backups are an effective method to recover from a ransomware attack.**
- **Strong password policy & employee awareness**
- **Need to know principle for accessing sensitive data**
- **Enable VPN for secure communication**

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# RECOMMENDATIONS FOR SMES

## People

- Responsibility
- Employee buy-in
- Employee awareness
- Cybersecurity Training
- Cybersecurity Policies
- Third Party Management
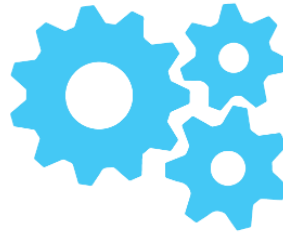
## Process

- Cybersecurity Audits
- Incident Planning & Response
- Passwords
- Software Patches
- Data Protection

## Technology

- Network Security
- Anti-Virus
- Email and Web Protection
- Encryption
- Security Monitoring
- Physical Security
- Secure Backups

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# CHECKLISTS

| Check Item | Description | Answer |
|---|---|---|
| **Responsibility** | Does a director, or equivalent, have responsibility for cybersecurity? | |
| **Employee Buy-in** | Have all members of staff given written acknowledgement that they have read, understood and accepted the information security policy? | |
| **Employee awareness** | Do all users on your computer systems receive regular training on their security responsibilities on how to identify and deal with various security threats? Ensure that staff are aware of, and can verify, all contact points and communication channels | |
| **Cybersecurity Training** | Do staff members with specific security responsibilities receive proper and regular training to support their role? | |
| **Cybersecurity Policies** | Have you a documented security policy, with associated operating procedures, signed off and fully supported by senior management? | |
| **Third Party Management** | Does senior management authorise third party access to confidential and/or commercially sensitive information pending completion of appropriate confidentiality forms? | |

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# EU AND NATIONAL LEVEL RECOMMENDATIONS

Promote Cybersecurity

Provide Targeted Guidelines

Create SME Focused Standards
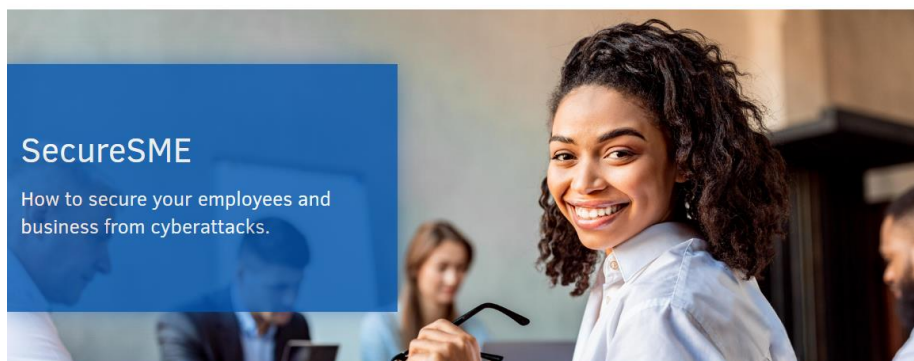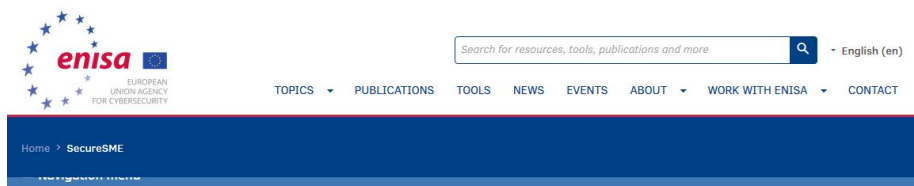
Bolster Use of Risk Management Frameworks

Make Cybersecurity Affordable

Promote the creation of ISACs

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# TOOLS



Cybersecurity doesn't necessarily have to be costly for SMEs to implement and maintain. There are several measures that can be implemented, without the company having to invest a large amount.

**enisa.europa.eu/securesme**



**enisa.europa.eu/publications/cybersecurity-guide-for-smes**

# THANK YOU FOR YOUR ATTENTION

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