# Cybersecurity 101

A National Cybersecurity Awareness Month message,
brought to you by the Division of Information Security

Information Security is an important consideration for everyone these days—especially for people who work in the healthcare industry. Even if you think you have no place in the information security landscape, chances are, you do. Regardless of the vocational duties assigned, as IHS employees you are responsible for protecting patient and personal information.

## *Cybersecurity! It's For Everyone!*

*Even non-security roles.*

There are vital functions in the IHS work force regarding patient care, and people filling these roles may not always handle sensitive information. However, protecting IHS information resources, including Protected Health Information (PHI) and Personally Identifiable Information (PII) is everyone's responsibility.

Take for example the Friendly sisters, whose day-to-day activities don't seem to involve cybersecurity, but who are nevertheless responsible for keeping IHS resources and data safe. The Friendly sisters have been working at the hospital for years. They're always helpful and courteous, but they are also prime candidates for security incidents!

## Meet Ethel Friendly...

She works in housekeeping, and in her duties she cleans all areas of the hospital… even secured areas. Today she held the door so her coworker didn't have to rummage through her pockets and bags to find her ID badge. How polite! HOWEVER, piggybacking into secured areas on someone else's badge violates IHS policy.

Ugh! Where is my darn badge?
Hey, no worry, I have mine right here.
FF LIMITS TO
AUTHORIZED
ERSONNEL
Gee! Thanks! I need to travel lighter!

*Badged access ensures that IHS can track whoever enters secured areas. That way, incidents can be traced back to the appropriate party, rather than to the nice person who loaned their access badge to someone else.*

## Meet Sally Friendly...

While Nurse Sally Friendly was in her office today, her sister Ramona stopped in. Ramona was on break and was in a hurry to get back to work at the security desk. Since her sister was already logged in, she sent some emails from Sally's account. That was convenient!

Hey Sally! Mind if I send a quick email?
Which patient do you want to see?
Ok Ramona, but make it snappy!
Hey, thanks! I just gotta tell the boss I'm taking off early today!

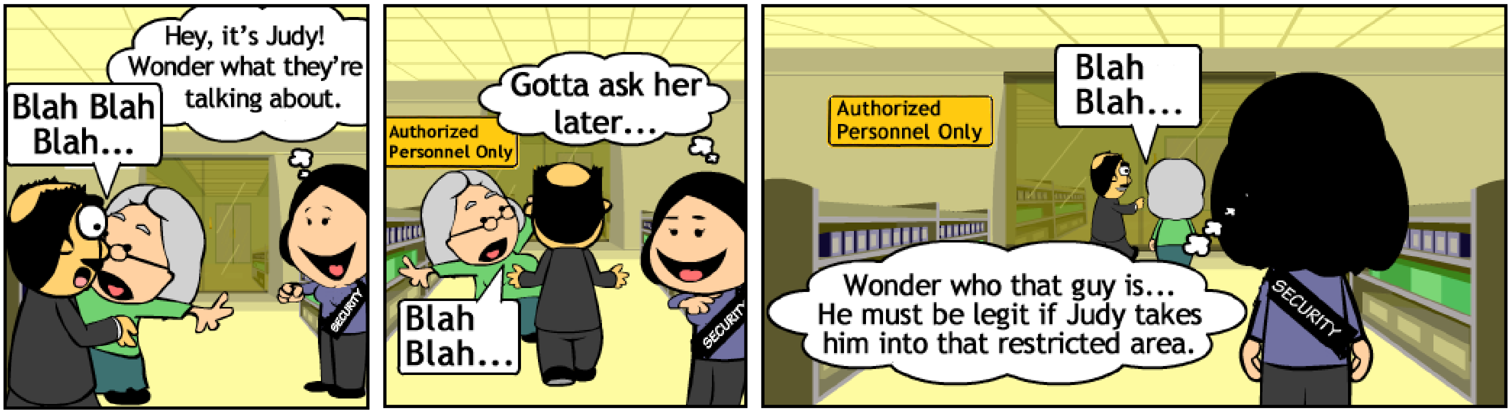
HOWEVER, accessing network resources with someone else's login credentials violates IHS policy. Just like badges are used to monitor physical traffic in secured areas, login credentials are used to monitor virtual traffic in IT resources.

*Never lend your credentials to anyone, even if you're there in the same room. That way, incidents that may occur can be traced to the appropriate party.*

# Cybersecurity 101

A National Cybersecurity Awareness Month message,
brought to you by the Division of Information Security

## Meet Ramona Friendly...

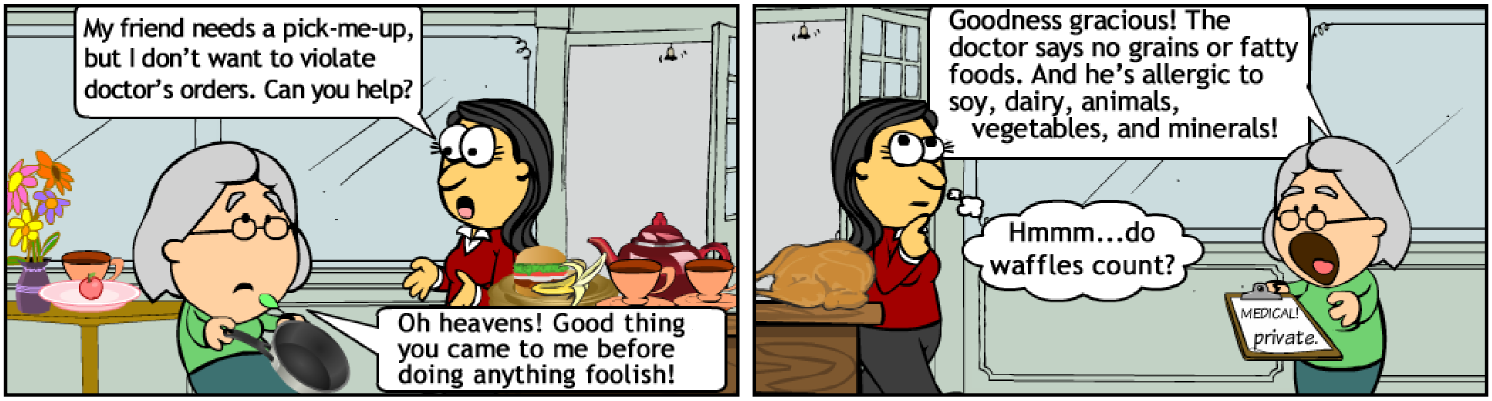

Blah Blah Blah...
Hey, it's Judy! Wonder what they're talking about.
SECURITY
Authorized Personnel Only
Gotta ask her later...
Blah Blah...
SECURITY
Authorized Personnel Only
Blah Blah...
Wonder who that guy is... He must be legit if Judy takes him into that restricted area.
SECURITY

Ramona Friendly was on duty at the security desk when her sister Judy and a friend walked into a secured area. Judy waved at Ramona as they passed by, deep in conversation. It was courteous not to interrupt their conversation.

HOWEVER! Ramona didn't know that friend and didn't see his badge. She should never let anyone enter without undergoing the established security protocol. That person could have just used social engineering to sneak in!

*No one should be able to enter restricted areas without undergoing the established physical security procedures. Even nice-guys whom you know could be up to no-good!*

## Meet Judy Friendly...


My friend needs a pick-me-up, but I don't want to violate doctor's orders. Can you help?
Oh heavens! Good thing you came to me before doing anything foolish!
Goodness gracious! The doctor says no grains or fatty foods. And he's allergic to soy, dairy, animals, vegetables, and minerals!
Hmmm...do waffles count?
MEDICAL! private.

Judy Friendly works in the cafeteria and was planning the week's menus when Ethel approached. Ethel wanted to add something special to Unlucky Larry's breakfast. He was in low spirits. She didn't want to give her friend anything that would violate dietary restrictions, so Judy looked up his file and told Ethel what his restrictions and food allergies were. How thoughtful!

HOWEVER! Disclosing medical information, for any reason, without a business need is expressly prohibited by IHS policy and federal law!

*Never disclose patient information to someone who does not have permission (AND A BUSINESS NEED) to access the information.*

*If the Friendly sisters are not careful, they could be baited and phished pretty easily. Tune in next week to see how IHS employees could get "hooked."*