enisa
European Network
and Information
Security Agency

About ENISA

The European Network and Information Security Agency (ENISA) is an EU agency created to advance the functioning of the internal market. ENISA is a centre of excellence for the European Member States and European institutions in network and information security, giving advice and recommendations and acting as a switchboard of information for good practices. Moreover, the agency facilitates contacts between the European institutions, the Member States and private business and industry actors.

Contact details:

For contacting ENISA or for general enquiries on information security awareness matters, please use the following details:

e-mail: Isabella Santa, Senior Expert Awareness Raising — awareness@enisa.europa.eu

Internet: http://www.enisa.europa.eu/

Security while travelling:
Train the trainer reference guide

February 2010

Contents

Executive summary

This training reference guide has been created by ENISA in conjunction with presentation materials for small and medium enterprises to raise awareness with their employees about the importance of security while travelling.

These documents are designed to provide easy to understand information that focuses employees' attention on information security and encourages them to recognise and respond accordingly to threats.

This material may be used by individuals or presented in a classroom setting by instructors who are involved in their organisation's security awareness efforts. This reference guide provides additional notes and external references for trainers and presenters to utilise while performing security awareness training.

How to use this manual

This manual is intended to be a guide for instructors of any security awareness course based on ENISA's Security while travelling presentation. This manual is only a guide, and instructors are welcome to use any portion of this material they deem appropriate. It is at the instructor's discretion how to conduct the course and which material to present.

It should be noted however that ENISA recommends that the instructor carefully consider the skills and knowledge of the students being taught in developing the course. The material should be tailored to fit the needs of the students including making it easy to understand, relevant to their position and responsibilities.

ENISA has chosen focus this material on the general user community outside of the Information Technology field. As such, this presentation focuses on the fundamentals of security while travelling and avoids the use of complex technical terms to explain risks or solutions.

Structure of the manual

This manual broken into two parts:

1. How to use this manual (this section)
2. The presentation slides with associated supporting material

Structure of the presentation pages

Each of the presentation pages are broken in to three parts:

1. The thumbnail of the slide from the presentation
2. Suggested narratives that provide supporting information and Discussion points
3. Reference materials that support the slide that can be used to do further research

The presentations slides

Slide 1

Discussion points

This is a good time to have the attendees introduce themselves.

When everyone is introducing themselves, ask them to also say if they currently or will travel for business, and what do they expect to get from the course. The answers will tell you what scenarios you can use as examples for this course, and what their expectations are for this course. This information is very useful so that you can adjust your discussions accordingly.

References

N/A

Slide 2

About ENISA

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Isabella Santa, Senior Expert Awareness Raising - E-mail: awareness@enisa.europa.eu

Internet: http://www.enisa.europa.eu

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Discussion points

Introduce ENISA and their activities. Suggest that attendees should examining some of ENISA's other presentations on other aspects of network and information security.

References

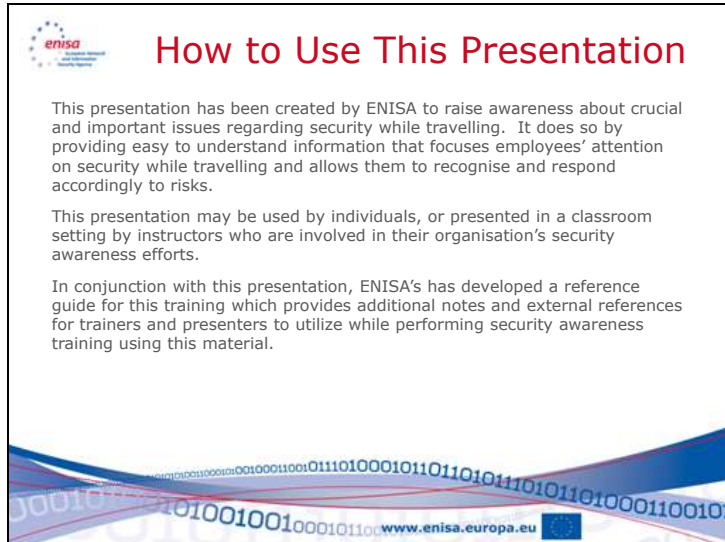*http://www.enisa.europa.eu – ENISA's website*

Slide 3

Discussion points

Point out that this presentation is intended to make users aware of the most common and pervasive risks when travelling, and also simple techniques that can eliminate a large percentage of these risks. Point out that the course is intended for all users, and that it can help each of them travel safely for work and personal travel.

References

N/A

Slide 4

Discussion points

This slide is an introduction, and is intended to inform readers that a presentation guide (this document) exists to support instructors in their security awareness efforts.

References

N/A

Slide 5

The Importance of Security
While Travelling

Discussion points

This is the start of Section 1, "The Importance of Security While Travelling"

References

N/A

Slide 6

Discussion points

When you travel, you are responsible for ensuring the security of yourself, your belongings, and your information. A simple incident can create a cascading effect and ruin travel plans. Incidents can happen anywhere – close to home or far away. The difference is when they happen near your home, you feel more secure because you are familiar with your surroundings. When we are not familiar with our surroundings, and unprepared, a simple incident can cascade into a more significant problem.
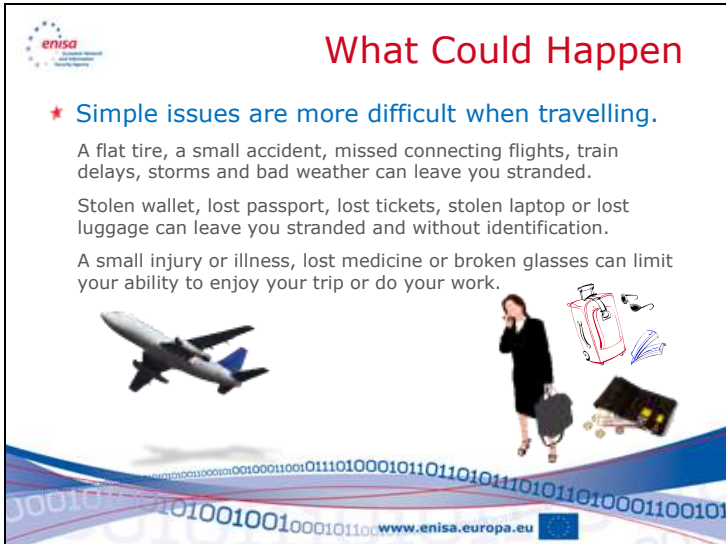
Lack of preparation can make you an easy target for thieves, pick-pockets, unscrupulous competitors, and other criminals.

Good preparation however can significantly reduce your risks and make your experience far more relaxing and productive.

Reference

N/A

Slide 7

Discussion points

Broken glasses, a small cold, lost tickets, or unforeseen delays are all potential problems if you are not prepared.

If you are prepared with a spare set of vision glasses, broken glasses will not affect you. If you are familiar with local laws, a minor car accident can be quickly handled with minimal consequence.

Good preparation however can significantly reduce your risks and make your experience far more relaxing and productive.

Instructor: You can ask the participants to discuss situations they encountered when travelling that could have been prevented with good preparation.

References

N/A

Slide 8

Why Be Secure

* Most risks can be avoided by taking a few simple steps and being prepared

* Simple techniques can improve your security
  * Personal security to protect yourself
  * Protection of your valuables
  * Protection of your information

www.enisa.europa.eu

Discussion points

If you do not have good security habits, you can suffer a significant loss. You can have your property or valuables stolen. This might include your wallet, money, jewellery, and identification documents. You may also lose confidential information you're carrying. The theft of wallets, check books, and the identification cards, payment cards, and bank account information they contain is the main methods of identity theft. The loss of these items can also hamper any plans or travel.

The theft may include a briefcase or a laptop. The information that they contain can include confidential company product plans, customer names, proprietary knowledge, and other items that can be very valuable to a competitor. Even the personal information that is stored there is valuable to a thief. The inconvenience that results can spoil your work and your travel.
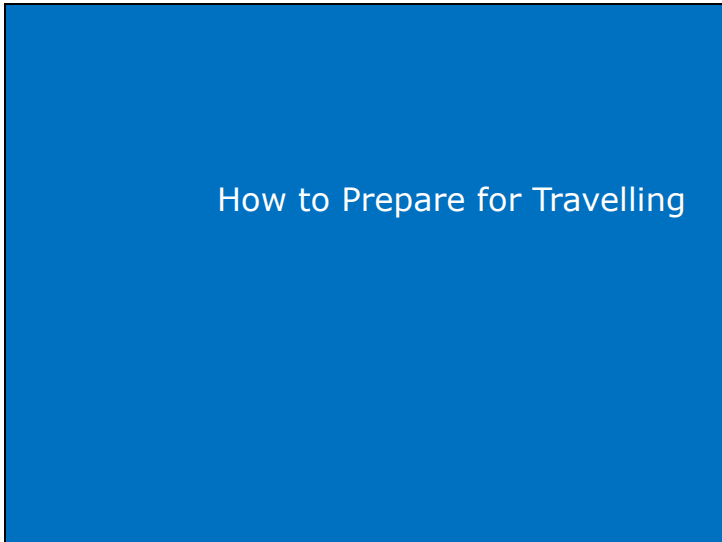
What can seem like a simple incident can actually result in a significant problem.

Simple techniques can, however, protect you against many of these security risks. These simple techniques should focus on your personal security to protect yourself, how to protect your valuables and confidential information, knowing where to find assistance when you need it, and having contingency plans in case of emergencies.

References

N/A

Slide 9

How to Prepare for Travelling

Discussion points

This is the start of Section 2, "How to Prepare for Travelling"

References

N/A

Slide 10

Discussion points

Thieves look for easy targets. If they suspect someone is around, they will more likely look for an easier target.

Lights that go on randomly, noise from radios or televisions, and other signs of activity are great ways to give the impression you are home.

References

http://www.state.gov/m/ds/rls/rpt/19773.htm

Slide 11

Discussion points

Travel with only what you need. Avoid taking any data, documents or information that you do not absolutely need while you are away from the office. The same applies to valuables. Because you have many more things to worry about, reduce the number of things you need to protect. This also reduces the impact if something does happen. By locking away any payment cards, identification or other personal information, you ensure it is safe while you are gone.

If you are travelling or will be gone for some time, prepare yourself with items that may be useful. For shorter trips pack some water, some weather protection, and any minor items that may be of assistance if you are delayed. For longer trips a small first aid kit, copies of any travel documents, a small emergency flashlight, and an extra set of eyeglasses or contacts can become very useful if there are any interruptions to your trip.

References

http://www.travel-security-and-safety.com/travel-packing-tips.html

Slide 12

Prepare: Travel Documents

★ Prepare your travel documents
  ★ Make sure your travel documents and identification are up to date and will not expire while you are travelling
  ★ Keep copies of your passport, itinerary, emergency contacts, as well as phone numbers for banks and payment cards in different pieces of your luggage.
  ★ Leave a copy of your itinerary with family or co-workers

www.enisa.europa.eu

Discussion points

Many travel plans have been interrupted due to expiring travel documents or identification. Check these documents before you leave to prevent this costly interruption.

Keep copies of critical documents stored safely in an alternate location in your luggage in case you lose your originals. This should include emergency phone numbers, itineraries, and identification. This should also include travellers check receipts.

References

http://www.travel-security-and-safety.com/travel-packing-tips.html

Slide 13

Discussion points

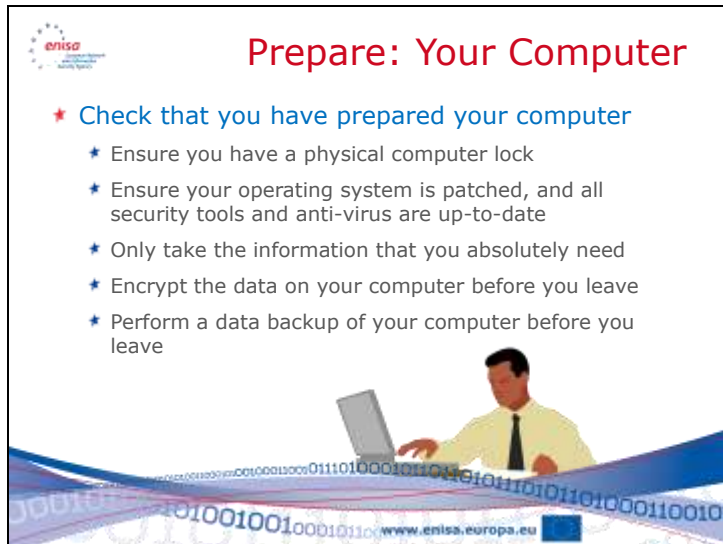It is also very helpful to know your destination before you leave.

Know the local customs and laws. This information can be very important to avoid problems with local authorities, and also to make it easier to not stand out for criminals who target travellers.

Know how to get around at your destination, including what modes of transportation are available.

Know where important facilities like hospitals and police stations are located. You may even wish to buy a map. This can help you know where to go if there are any detours, construction, or you need to find food, shelter from the weather, gasoline, or emergency facilities. Simple preparation like this can make you more relaxed and pay more attention to other tasks and security prevention.

References

http://security.tipcentral.net/travelsecurity.html
http://europa.eu/travel/index_en.htm
http://www.livesecure.org/category/advice/travel/
http://ec.europa.eu/idabc/en/document/4070/5926

Slide 14

Discussion points

If you are taking your computer, it is important to ensure that it is secure. Not only is the computer itself valuable to a thief, but the data contained on it is also valuable to thieves and competitors. Many people have been the victim of computer theft which has resulted in the loss of sensitive company secrets, millions of personal records and information, and government secrets. Proper preparation might have prevented these losses.

A good computer lock will allow you to secure your computer while you are working on it, and will prevent most snatch-and-grab thefts.

Patching your computer and making sure it is up-to-date gives you the most recent security tools before you go on the road. It will minimise the exposure to malware, and attacks when your ability to make updates may be limited.
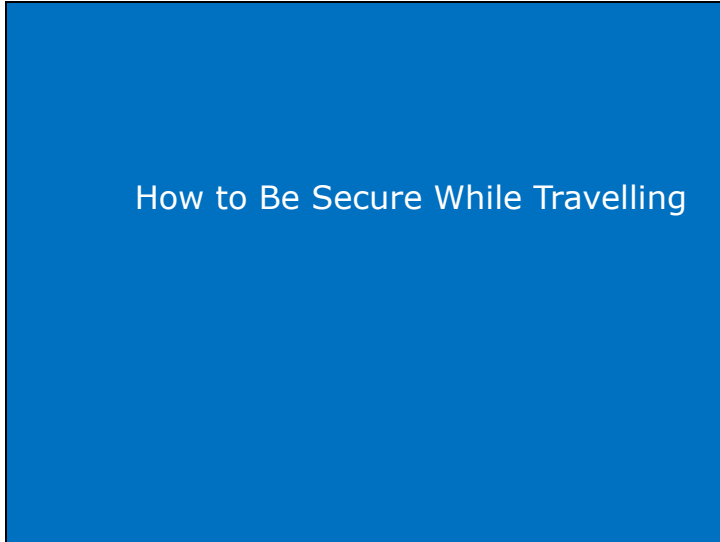
By only taking the information you absolutely need, you are reducing the exposure if something does go wrong. Know what information is the most sensitive and avoid taking that type of information if at all possible. Information such as your personal identification, customer confidential or personal data, protected information (by law, or regulation), sensitive business plans, and proprietary data should be left at the office. Encrypt the data that you do take with you. Your company should be able to provide you with a solution, as many newer operating systems include disk encryption technology, and many third party tools are available as well.

Performing a data backup allows you to restore information if your system is stolen, damaged or has an accident while you are remote. Knowing that any damage to your computer can be mitigated by having a backup of your data can make you breathe a little bit easier.

And remember to secure your office and your home before you leave. There is critical data still there, and it needs to be protected while you work remotely.

References

http://www.securityfocus.com/infocus/1186
http://fcw.com/Articles/2008/03/03/Stolen-VA-laptop-caught-in-safety-net.aspx
http://www.dodbuzz.com/2009/12/22/top-secret-brit-laptop-stolen/
http://technet.microsoft.com/en-us/windows/aa905065.aspx
http://docs.info.apple.com/article.html?path=Mac/10.4/en/mh1877.html
http://www.truecrypt.org/
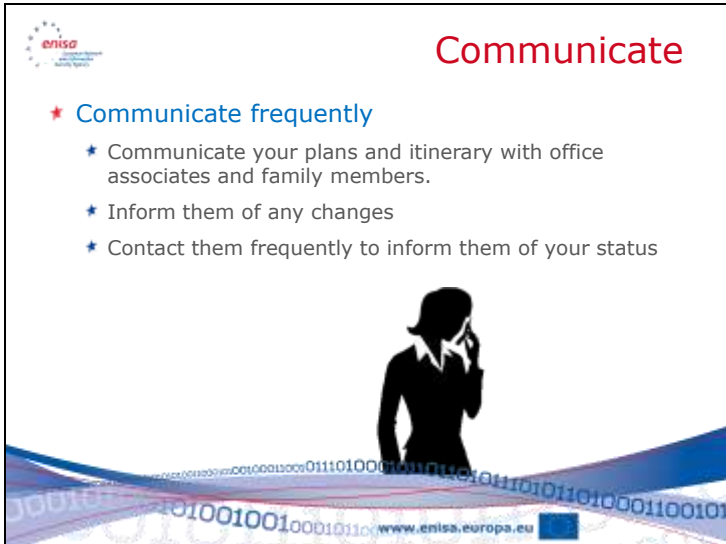http://www.pgp.com/products/wholediskencryption/

Slide 15

How to Be Secure While Travelling

Discussion points

This is the start of Section 3, "How to Be Secure While Travelling"

References

N/A

Slide 16

Discussion points

Frequent communication with family members and office associates can ensure that if anything happens to you, there is someone with knowledge of your plans and your itinerary. This step can help authorities render assistance if you need it, and in the right locations. Many situations have been resolved quickly because authorities knew where and when someone would be and were able to locate the person safely because they could arrive quickly at the right location.

References

N/A

Slide 17

Discussion points

Thieves are interested in two things – profiting from their efforts, and not getting caught. If they spot a target they are more likely to attempt to their crime in non-public areas where they will not be seen.

Strangers who ask to come visit you in your room are more likely interested in the valuables that are there than in meeting you. Choose another location to meet that is public.

Vary your travel routes and routines in order to make it harder for someone to target you. Many crimes are pre-meditated and planned. Changing your routine can make those plans fail, and make you safer and more secure.

Reference

http://information-security-resources.com/2010/01/04/physical-security-tips-for-international-travel/

Slide 18

Discussion points

Your physical surroundings can have a very big impact on the security of yourself, your computer, and your belongings. Ensure physical security is in place at your hotel, and where you are working. Having locked doors and safe places to work can reduce your stress and allow you to focus on your task at hand.

If you step away, even for a moment, make sure the room or area where you are working is secure. Do not leave doors to rooms open or unlocked.

Never leave valuables such as computers, your mobile phone, thumb drives and other storage devices unattended in a public place. Even when you think an area is secure, still protect these items by keeping them locked up and out of sight. Never leave these items in hotel rooms as staff and outsiders can gain access to your room and remove these items while you are away.

Be aware of your surroundings and the activities occurring around you – they can be good indications if an unsafe situation may be occurring, or of any impending security threats. It is not necessary to be paranoid, but awareness is part of a good defence.

References

http://www.securityfocus.com/infocus/1186

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Discussion points

If you are carrying confidential or personal information, it is important to protect at all times – when you are using it, or when you are just carrying or storing it.
Public places can be full of people interested in the information you may be working on. Some could be thieves, and others could be your competitor. Some information you may be carrying may be protected by laws and regulations and must be kept confidential. Working on this data in public places exposes it to disclosure. You or your company could be held liable for disclosing that information.
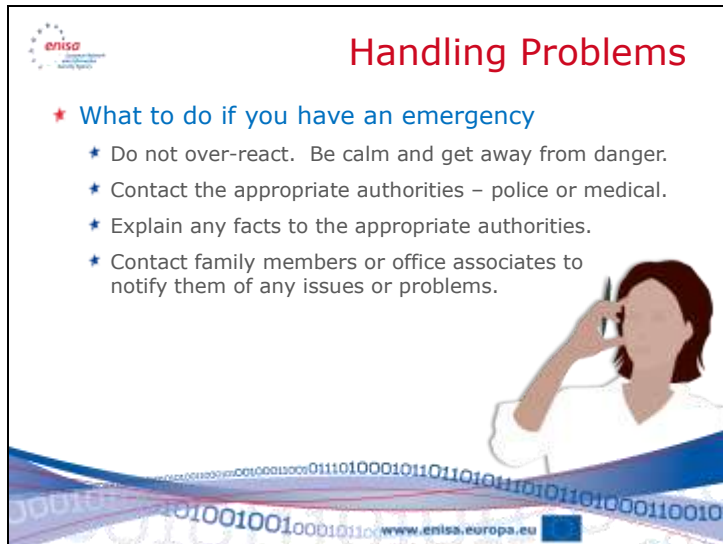
Public computers are not well protected. Previous users may not have used safe habits to surf the Internet, or may have intentionally installed malicious software that collects any sites you visit, any screens you view, or anything you type – including usernames, passwords, bank account numbers, or any other confidential information. Avoid public computers for any work that involves personal or confidential information.

Do not share your travel plans or personal information with strangers. Because you do not know their intentions, or their background, you could be giving a thief an opportunity to steal from you, take advantage of a brief moment of insecurity, or target you for a scam. Protect this information and only share it with your family and trusted co-workers.

If you are travelling with your office computer, it is important to not let others use that computer. They can view confidential information that you have stored on it. They can visit malicious websites and install software (intentionally or by accident) that compromise the computer. They may also simply steal the computer from you. Never allow anyone, even family members to use your office computer. It is your responsibility to protect the company's confidential information, and if there is information that is protected by law or regulation, you can be liable for its safety.

References

http://www.cisco.com/web/CA/pdf/Understanding_Remote_Worker_Security_A_survery_of_User_Awareness_vs_Behaviour.pdf

Slide 20

Discussion points

It is important to remain calm, and follow these few important steps:

Do not over-react. Overreaction can cause panic, which can result in poor decisions. Calmly move away from any danger.

Contacting the appropriate authorities as soon as possible can limit your exposure – whether to a dangerous criminal situation, or to a medical situation.
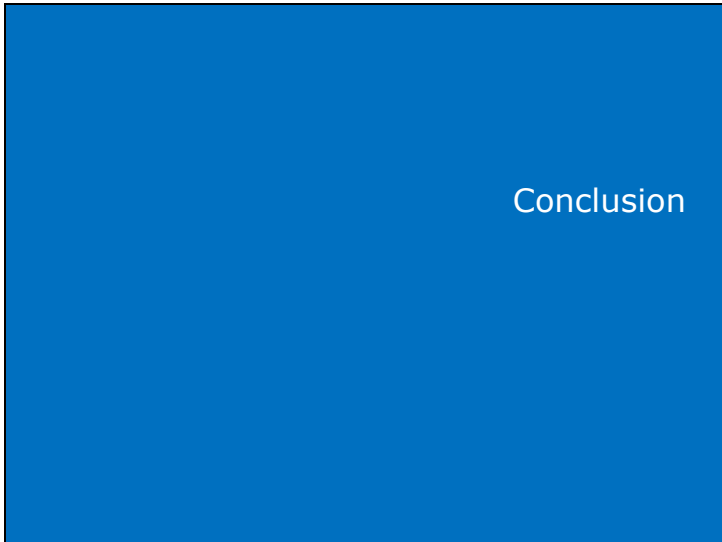
When the authorities arrive, explain the facts – those facts that you have direct knowledge of. Avoid speculation and theories.

Communicate with family members or trusted office associates about any problems you encounter when you communicate with them. This information could be useful later if you need to remember, or need their assistance.

References

N/A

Slide 21

Conclusion

Discussion points

This is the conclusion of the presentation.

References

N/A

Slide 22

Discussion points

Instructor: This is a summary slide that provides an opportunity to repeat the key themes of the presentation.

Being secure can help make your trip more enjoyable, and preparation is the key

Preparation allows you to protect yourself, your valuables, and your information. More importantly, it allows you to enjoy your travels and be productive.

References

N/A

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European Network and Information Security Agency
P.O. Box 1309
71001 Heraklion
Greece
www.enisa.europa.eu

Discussion points

N/A

References

N/A

Security while travelling: Train the trainer reference guide