

Group Meeting 2 – 2/10/2022

Times recorded in ICT timezone.

17:04: Everyone is here

17:11: Financial risks, Network risks, Operation risks

- Competition → can destroy business with hacking
- Keeping the brick and mortar store, digitalisation transition process
 - Hybrid model
- (Economic) Barriers to entry
 - Digitalisation process → cost analysis
 - Advertising
 - Customer service
 - Online or by phone?
 - Robot or a human?
 - Website portal
 - Database
 - Warehouse portal
 - Supplier portal
 - Logistics and transport
 - Will it stay local, or will it expand?
 - 50% expansion
 - Costs increase compared to customer increase
 - Delivery logistics
 - Payment transactions
 - Online payment with digitalization
 - Secure network
 - Employee training
 - Bad reviews
 - Black Swan Theory in Risk Assessment
 - How some small event can demolish entire RA model
 - Hardware security
 - Log-ins
 - Punch cards – digital version
 -
 - Clickbait → can bring a whole company down
 - Open Source Intelligence (OSINT)

17:26: Decide which areas to investigate

- Lit dump to match statistics for growth and decline
 - Semi-quantified data
 - SME specific
 - Pet-food industry
 - 3-4 studies per question
 - Go to the methods section and the discussion section
 - Look for keywords about your question
 - If there are no numbers – no need to read it
 - Once you find 3-4 studies with the data, then go for it
- 1. Could an online presence grow the business by up to 50%?
 - Lee
- 2. Could changing to an inter/national supply chain reduce costs by up to 24%?
 - International: Celine
 - National: Marios
- 3. Could the business lose up to 33% of its existing customers if the business doesn't provide some online features?
 - Bali
 - Risk assessment – business model/risk appetite, etc.
- Marios: Scare the customer: disease and cure
 - All the danger of digitalisation, and why you should do it anyway (esp. With our company)
 - List of risks
 - Technical risks

18:17: Questions have been decided

- 3-4 studies will be due on Sunday 09/10/2022

Group Meeting 3 – 09/10/2022

Minutes recorded in ICT timezone

17:06: Lee, Marios, Celine present

17:07: Recap talk with Doug

- Should not do quantitative data analysis with the numbers that we found
 - Qualitative analysis
 - Celine: interviews, surveys, thematic coding, keywords, categories

17:32: Bali joins

17:37: Focus

- Before and After digitalization models
- Legal ramifications of a breach/compliance failure
 - Protecting personal information
 - Financial information
- Government involvement in digital orgs
 - How they impact information storage, etc.
- Data security
 - Using the Cloud completely
- Hybrid model
 - Transport costs
 - Discounts for shop pickup?
 - Nike – shares went up 10%
 - Incentives
- Technical security
 - Show how the risks are outweighed by the benefits
 - There are some risks, but here's what you will gain
 - This will grow your business
 - And this will keep the data safe(r)
 - How much money will this make
 - Cost effective mitigation tools

17:46: Checklist

1. [25%] Before Digitalisation
 1. Profit risk assessment
 1. Logistics POV - Lee
 2. Customer POV - Marios

3. Data POV - Celine
4. Legal/compliance POV - Bali
2. Octave - Operationally Critical Threat, Asset and Vulnerability Evaluation
 1. Asset – less than 40 ppl in a company
 3. List of mitigations (threat trees?)
2. [15%] After Digitalization
 1. Profit risk assessment
 1. Logistics
 2. Customer POV
 3. Data POV
 4. legal/compliance POV
 2. List of proposed changes:
 1. Interactive web application
 1. Customer portal
 1. Web and mobile
 2. Supplier portal
 1. Web and mobile
 3. Administrative portal
 1. Owner
 4. Manager portal
 1. Owner and managers
 5. Wix for the web app
 2. Database
 1. Amazon or Microsoft
 2. Insurance
 3. Back up
 4. Third party deniability
 3. Staff knowledge
 1. Threat awareness
 1. Phishing
 2. Passwords
 3. Usernames
 4. malware
 4. Customer welcome tutorial + help article
 1. Pop-up on the website
 1. Threat advice
 2. Good password practices
 3. Good username practices
 5. Payment
 1. Credit card

2. Paypal
 3. Banking security
 4. Two/multiple factor auth
 5. PCI compliance (pcicompliance.org)
3. Octave and (threat trees?)
 4. Potential mitigations
 1. Have beta testers
 2. Authentication, session mgmt, access controls
 3. Staff training
 4. Customer tutorials
 5. Database security
3. Final summary
 1. Will do

Group Meeting 4 – 16/10/2022

Minutes recorded in AET timezone

21:00: Bali and Celine present

21:01: Marios joins

Helpful links:

- <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC8071260/>
- https://www.researchgate.net/publication/350908055_Risk_Assessment_of_the_SME_Sector_Operations_during_the_COVID-19_Pandemic
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- chrome-extension://efaidnbmnnnibpcajpcglclefindmkaj/<https://www.oecd.org/industry/smes/PH-SME-Digitalisation-final.pdf>
-
- chrome-extension://efaidnbmnnnibpcajpcglclefindmkaj/<https://www.diva-portal.org/smash/get/diva2:1115635/FULLTEXT01.pdf>

21:29: Previous meeting's action items - share findings and reference links

21:40: Lee joins

21:53: Douglas wants threat/attack trees

17:58: Data discussion

- Marios - articles include theory, related to data; Ukraine war, Brexit drivers
- Celine - agriculture risks, transport, manufacturing firms, data harmonization
- Lee - Attack index, STRIDE graphic
- Bali - Octave methodology

BST TIME

12:13 pm : To be completed by 23/10./2022

- Each member will write 1000 words
 - Should include every requirement from the assignment prompt
 - Graphs/comparisons from spreadsheet for before vs after digitalisation
 - To be combined to make up final project.

- Octave S and attack trees.

12:17 pm: Questions for to discuss with Doug during team meeting this week.

- What is the timeline diagram/Gantt chart?

12:20 pm: Digitalisation benefits and downsides

- Current analog model is open to many digital threats
 - Because no CSec, attacks would be fatal
 - Disclose customer and supplier information
 - Personnel, LAN and OS/browser is particularly weak
 - Perceived weakness kills business/profit
- Digitalization
 - Expansion of customer and supplier base
 - More profit
 - Open to more attacks
 - Not just personnel, LAN, and OS/old browser
 - Have a website with multiple portals
 - Have to mitigate many more types of attack
 - More resources for mitigation
 - Authentication, access control, session mgmt, firewall, VPN, proxy, etc
 - Can use major 3rd party vendors
 - Wix
 - Cloud
 - Amazon db

12:40: End of meeting

Group Meeting 5 – 20/10/2022

Minutes recorded in BST timezone

Group 1's meeting with Doug

12:00: Everyone is attending on time

12:05: Octave-s and Stride we will follow, Doug suggests Allegro

12:07: STRIDE and DREAD are technically focused tools but miss other aspects of the Risk Management Process (RMP).

- Doug suggests not only using STRIDE and DREAD by itself.

12:08: OCTAVE analyses in Appendix.

- Think of the report as an executive summary in 1000 words.

12:10: Combine, take the best bits of each framework

- OCTAVE + STRIDE/DREAD when necessary

12:12: Include: insider threats - high risk.

12:13: Threat models – Don't use bits of other frameworks without saying why

- We'll use X, Y, Z because... (make sure to justify).
 - One or two literature sources is fine.

12:17: Second question: justify why they should go international

- quality may be affected
- international supply chain
- might lose customers if not digital
 - If can't find reports or numbers, just say so

12:19: Use tables to outline business and the changes

- a table each for before and after digitalisation.
 - Mix and match bullet points and tables.
 - Picture of existing system + table that explains plan

12:24: Something to think about: James joining our team

12:27: Peer review: a new system

- Scale 1 -> 5
- Score of 3 is satisfactory -> If we've done everything we said we'd do, then we get a 3
- If someone's done something exceptional -> 4
- If people aren't giving you the work -> 2
- Reserve the 1 and the 5 for very unusual cases
 - 1 -> hasn't participated, shown up to the meetings
 - 5 -> If someone does everything, basically, because we're all sick

12:34: Doug exits & team discussion

- We can focus on what we are most interested in:
 - Celine: Gantt chart
 - Lee: Threat tables/stats

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Meeting_Minutes_Assignment_1

- Marios: Everything
- Bali: Everything
- Will have next meeting on Sunday at 10AM BST

13:04: End of meeting

Group Meeting 6 - 23/10/2022

23.10.2022 Minutes. Noon List of Adversaries and Categories

12:00 pm Type of IT infrastructure in cloud computing with AWS and Microsoft Azure.

12:05 pm Possible use of Automated tools.

12:12 pm Resources for Octave-S compared

12:16 pm Supply Chain question under consideration to find resources.

12:20 pm Demographic for the use of online services. 12:20 pm

12:35 pm Microsoft Azure for Database and Security and Wix for Site hosting.

- Customer Portal or Application
- Separate Wifi for Customers and Enterprise Operations.

12:45 pm Next meeting for Next Saturday and Sunday, 29/10/2022 and 30/10/2022

12:40 pm Meeting officially ended

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Meeting_Minutes_Assignment_1

Group Meeting 7 – 29/10/2022

Meeting Minutes 29/10/2022

Timing in BST

10:00 am Everyone joined the meeting

10:20 am Graphs regarding stride and octave were presented

10:34 am Mitigations measures and graphs shared

10:35 am Digitalisation using Azure and AWS platforms , I will explain how it is done.

10:39 am GDPR and PCI-DSS application

10:41 am Backups physical and cloud based , I will develop them

10:48 am Upload each individual piece of work in the drive

Yearly/annual financial review

11:30 am meeting is finished.