## Cloudifornication

Indiscriminate Information Intercourse Involving Internet Infrastructure

# ::Agenda

- Cloud Defined :: Talking Heads & Shark Jumping
- Heart Of Darkness :: Corrosive (t)Rust
- Cloudifornication ::
  Stacked Turtles & Pwnage

Cloud Computing is a natural, disruptively innovative and timely opportunistic response to a converging set of socio-economic, political, cultural and technological stimuli\*

Cloud is an adaptive operational model, not a particular technology and there are lots of different Clouds.

This talk focuses on <u>Public Clouds</u>

These Clouds are often operated via mega datacenters interconnected using shared utilities, logically provided & operated by other providers & in many cases using the Internet

The Internet is a remarkably frail operating platform, loosely hinged on luck, politeness, ad hoc peering & transit, handshake relationships and the IP Protocol\*

\*It's up more than it's down because even the bad guys need it up to operate...

At the end of the day, we're adding layers of abstraction/indirection to 40 year old technologies and practices & wondering why we still have issues

### :: Context

The Internet assumes a fictional trusted core but is in fact an untrusted, unreliable & hostile platform.

So then, is Cloud.

#### IF It All Comes Down To Trust ...



What are we going to differently about who we trust, how and why?

# Cloud Defined :: Talking Heads & Shark Jumping

### What the !@#\$% IS Cloud Computing?



### Provider 5/Technician 5 View

Visual Model Of NIST Working Definition Of Cloud Computing

http://www.csrc.nist.gov/groups/SNS/cloud-computing/index.html

Broad Network Access

**Rapid Elasticity** 

Measured Service

On-Demand Self-Service

**Resource Pooling** 

Software as a Service (SaaS)

Platform as a Service (PaaS)

Infrastructure as a Service (IaaS)

Public

Private

Hybrid

Community

Essential Characterist

Delivery Models

Deployment Models Abstraction of Infrastructure

**Resource Democratization** 

Services Oriented

Self-Service, On-Demand Elasticity/Dynamism

Utility Model Of Consumption & Allocation







#### Key Ingredients In Cloud Definition

- Abstraction of Infrastructure
- Resource Democratization
- Services Oriented
- Self-Service, On-Demand Elasticity/
   Dynamism
- Utility Model Of Consumption & Allocation

### From the Consumer's Perspective ...



#### Cloudwow! You'll Say "HOW?" Every Time...



### The Journey to the InterCloud



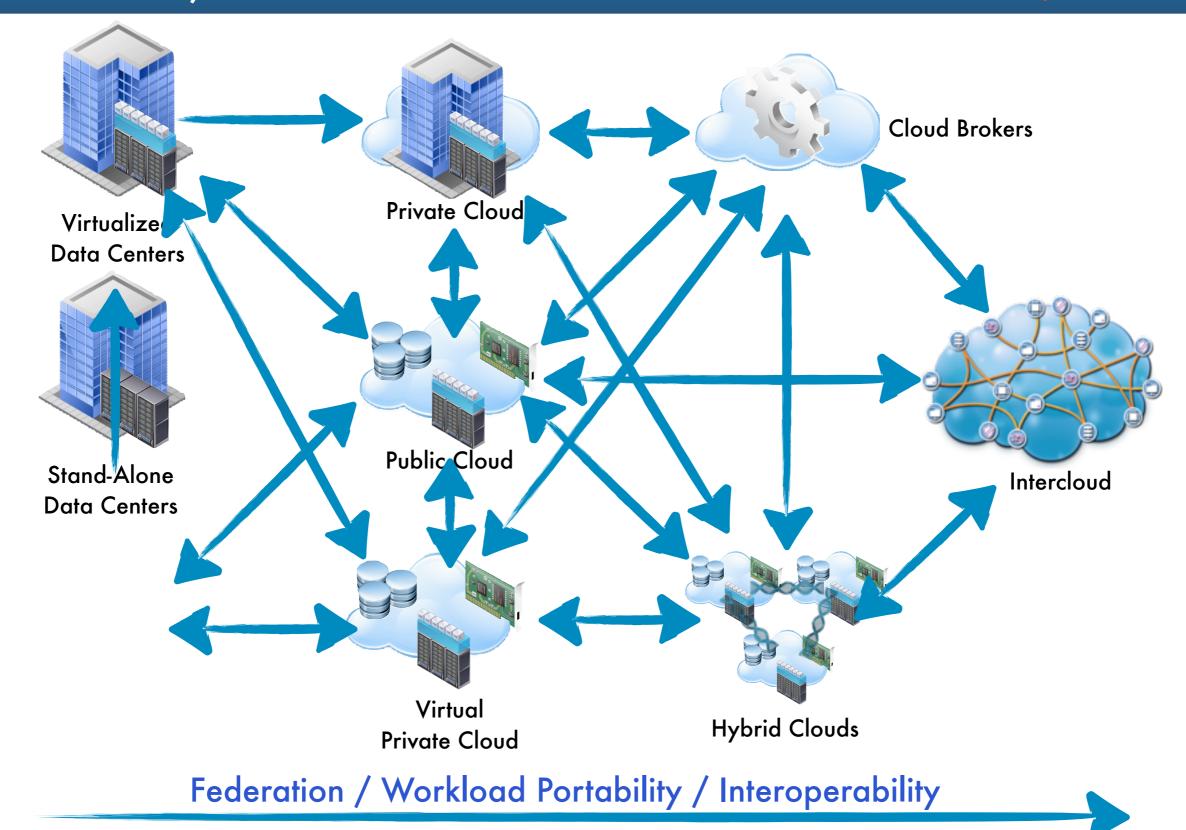
Begins With a Single Slide, It Does ...

### ... It Ends With One, Too ...

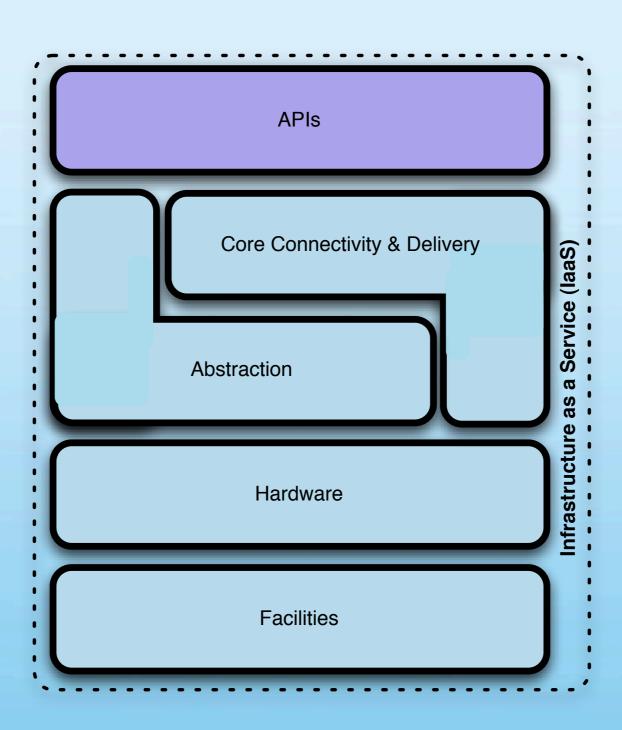


... and Here It Comes ...

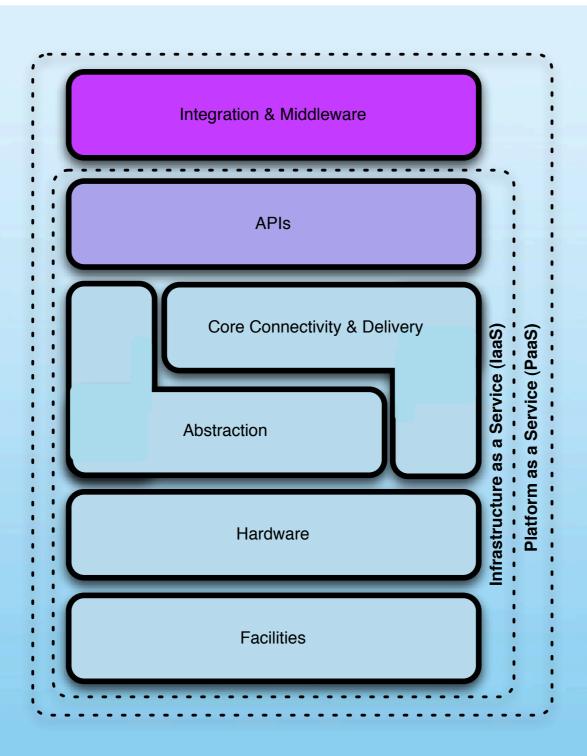
#### Journey To The Intercloud Made Simple



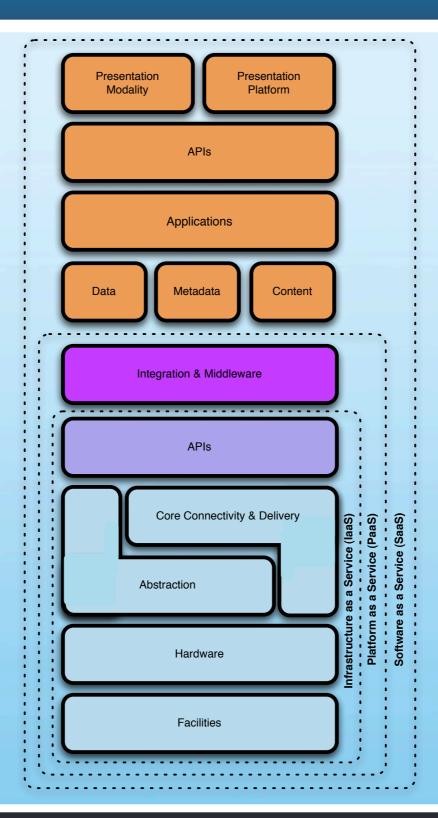
#### Cloud Model :: Infrastructure as a Service (IaaS)



#### Cloud Model :: Platform as a Service (PaaS)



#### Cloud Model :: Software as a Service (Saas)

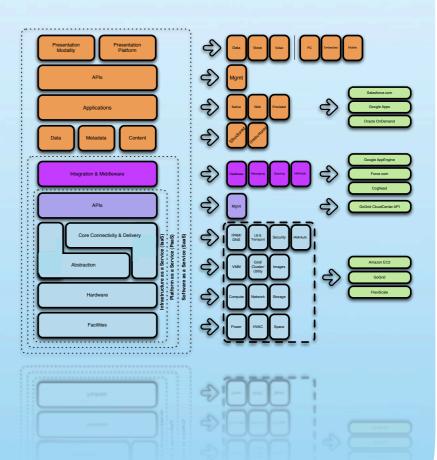


#### Lots Of \*aaSes...Variations On a Theme

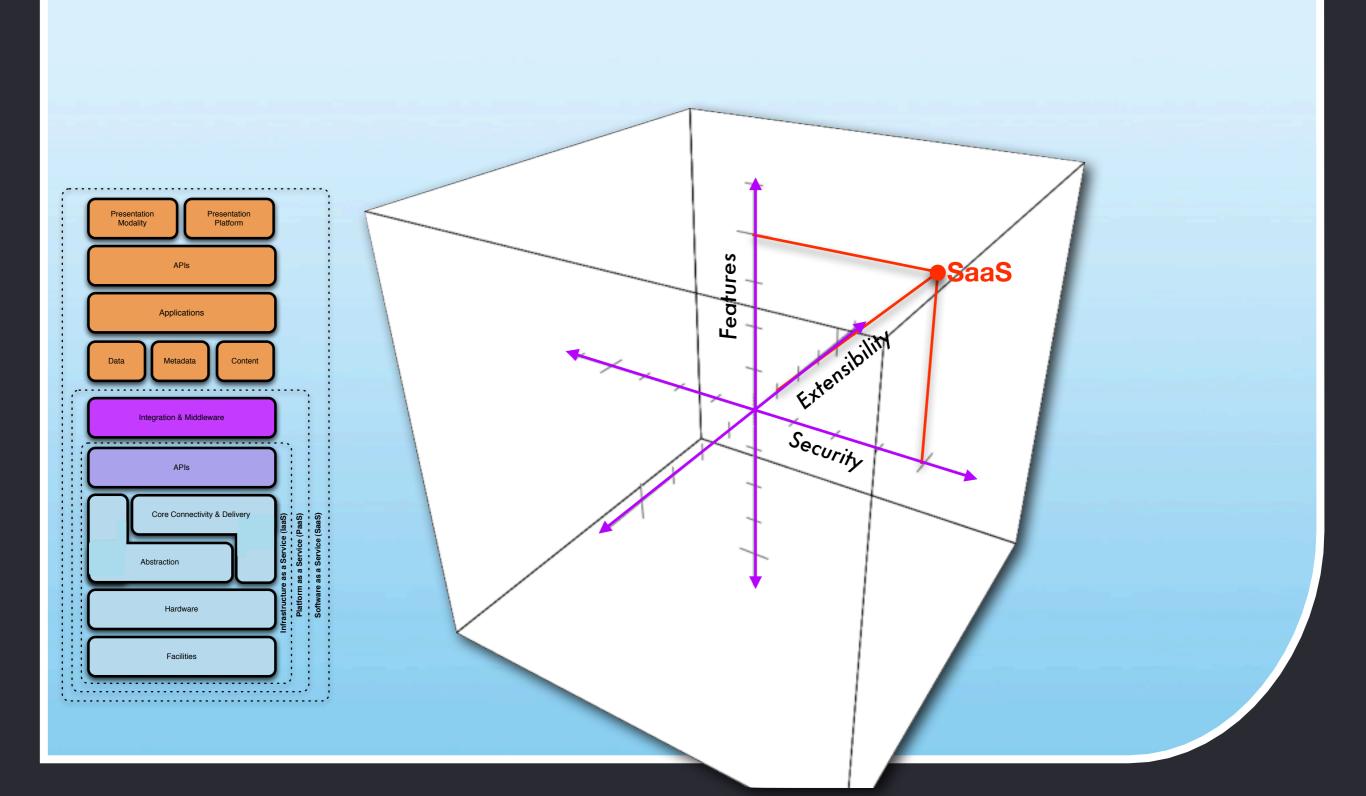
#### Packaging these up in combination yields lots of \*aaS(es):

- Storage as a Service
- Database as a Service
- Information as a Service
- Process as a Service

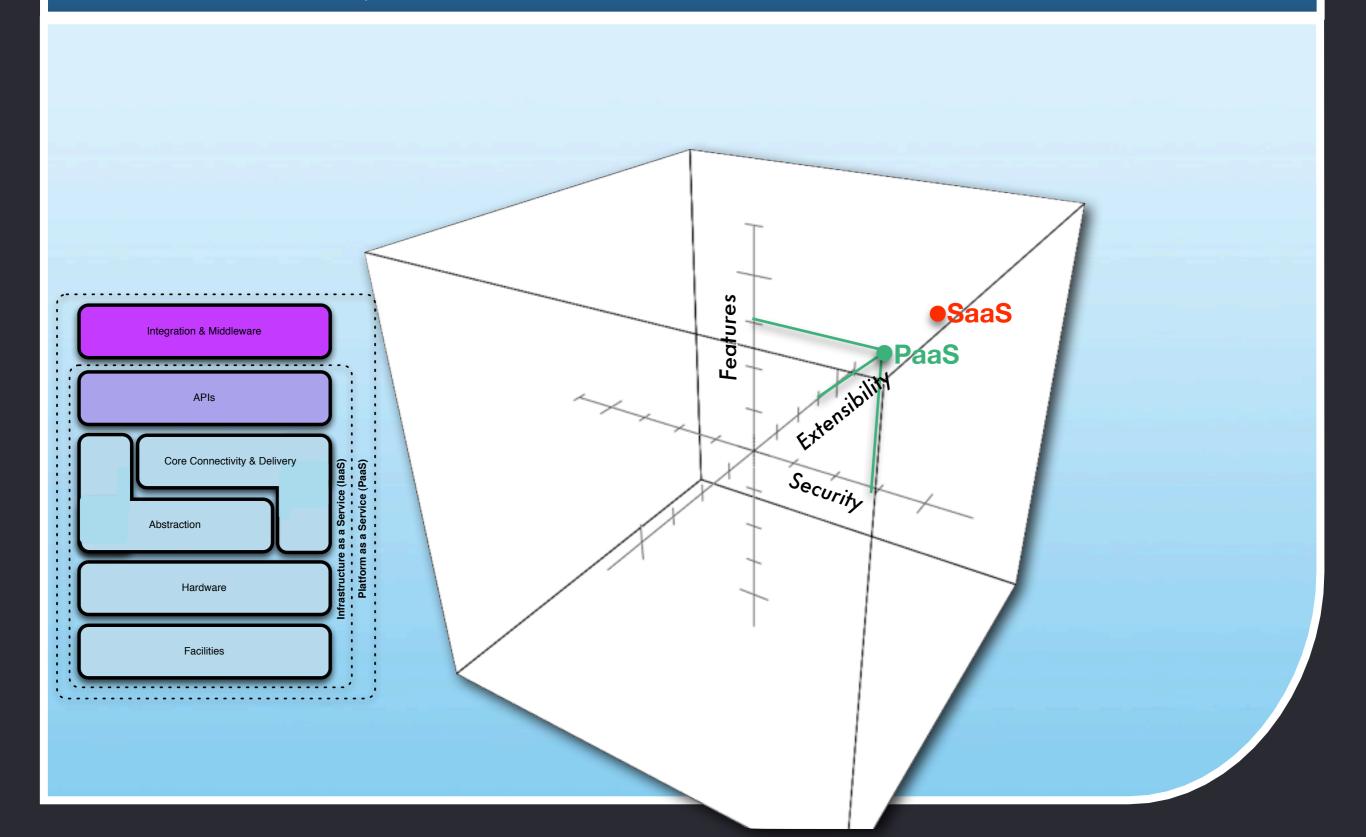
- Integration as a Service
- Security as a Service
- Management as a Service
- Testing as a Service...



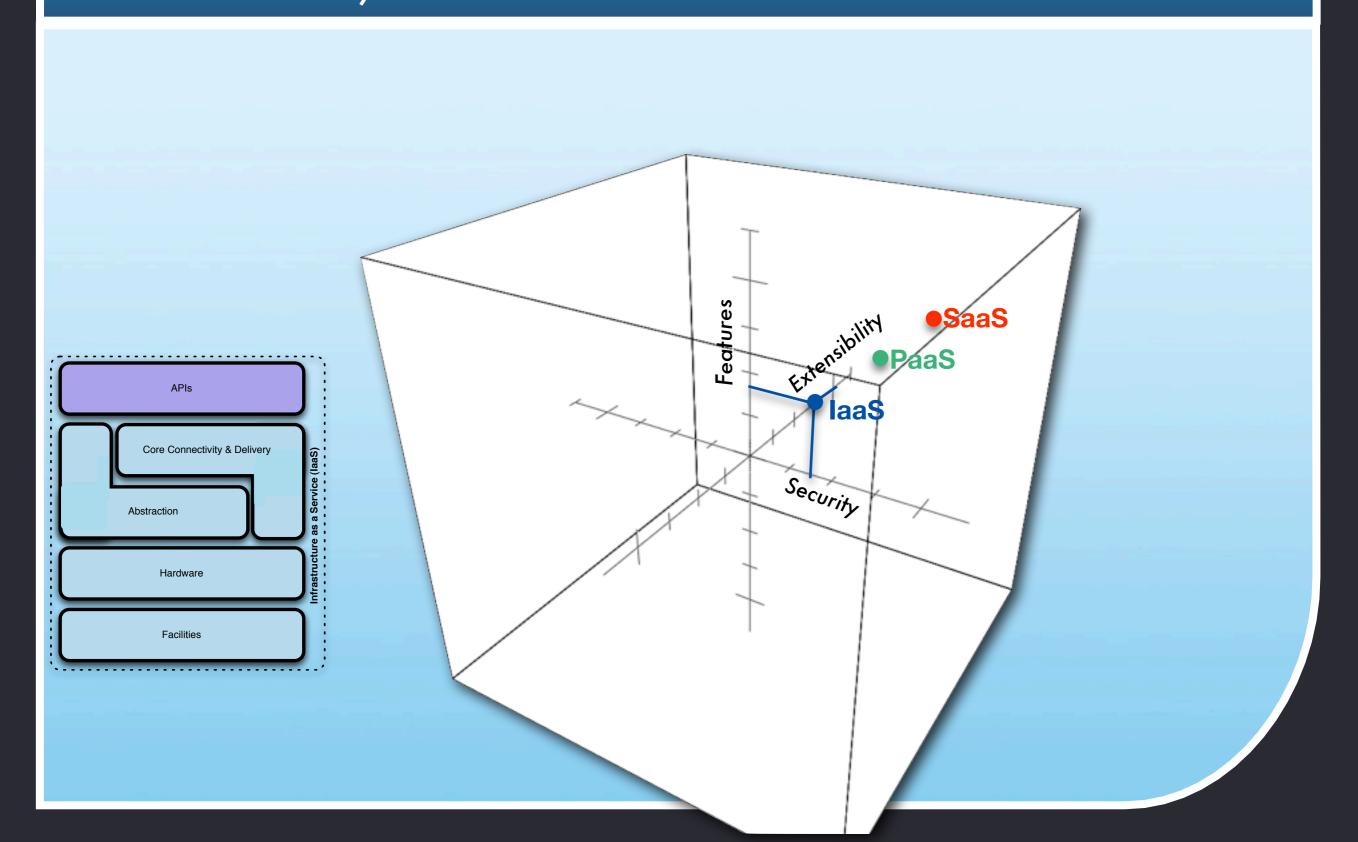
#### The Many Dimensions Of Cloud :: Saas



#### The Many Dimensions Of Cloud :: Paas



#### The Many Dimensions Of Cloud :: Iaas



# :: The Cloud Journey & It's Impact On Security and Vice-Versa



### The SPI Cloud Model

Three delivery models that people talk about about when they say "Cloud":

Software as a Service (SaaS)

Platform as a Service (PaaS)

Infrastructure as a Service (IaaS)

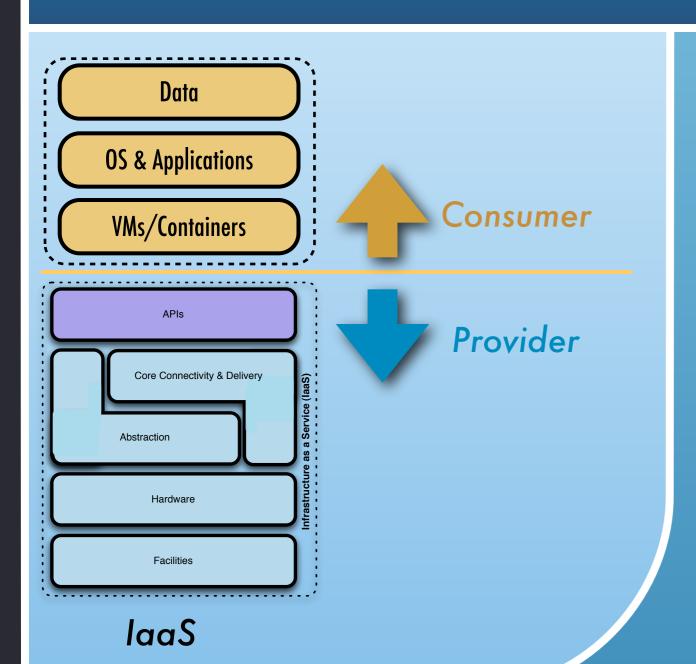
**End Users** 

**Developers** 

**SysAdmins** 

What Do These Look Like?

#### IaaS Security :: Guest/Host-Based



- Provider secures "their" infrastructure to maximize availability & multi-tenancy
- Remainder of the stack (and confidentiality, integrity) is your problem
- General focus is on VM's& Guest-Based

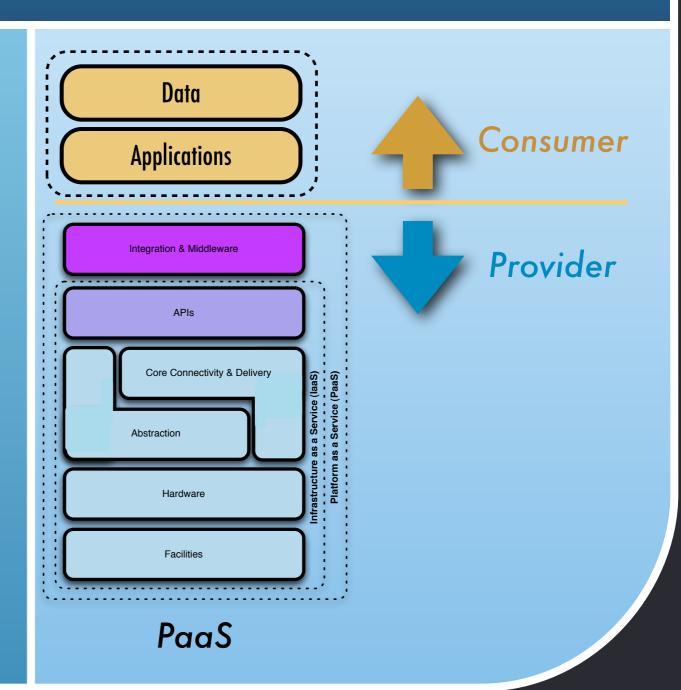
All You, Baby...

7.2. Security. We strive to keep Your Content secure, but cannot guarantee that we will be successful at doing so, given the nature of the Internet...you acknowledge that you bear sole responsibility for adequate security, protection and backup of Your Content and Applications...We will have no liability to you for any unauthorized access or use, corruption, deletion, destruction or loss of any of Your Content or Applications.



### PaaS Security :: Programmatic

- Provider owns the compute, network, storage layers & programmatic interface security
- The consumer creates the applications based upon supported development environment
- Writing secure applications and ensuring your data is safe is on you

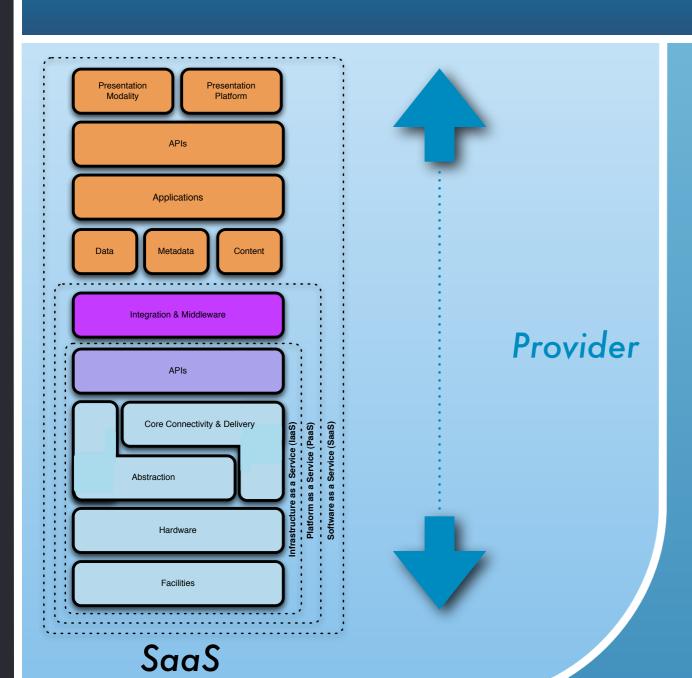




#### Oh, Passwords?

2.1. You must provide accurate and complete registration information any time you register to use the Service. You are responsible for the security of your passwords and for any use of your account. If you become aware of any unauthorized use of your password or of your account, you agree to notify Google immediately.

### SaaS Security :: All or Nuthin'



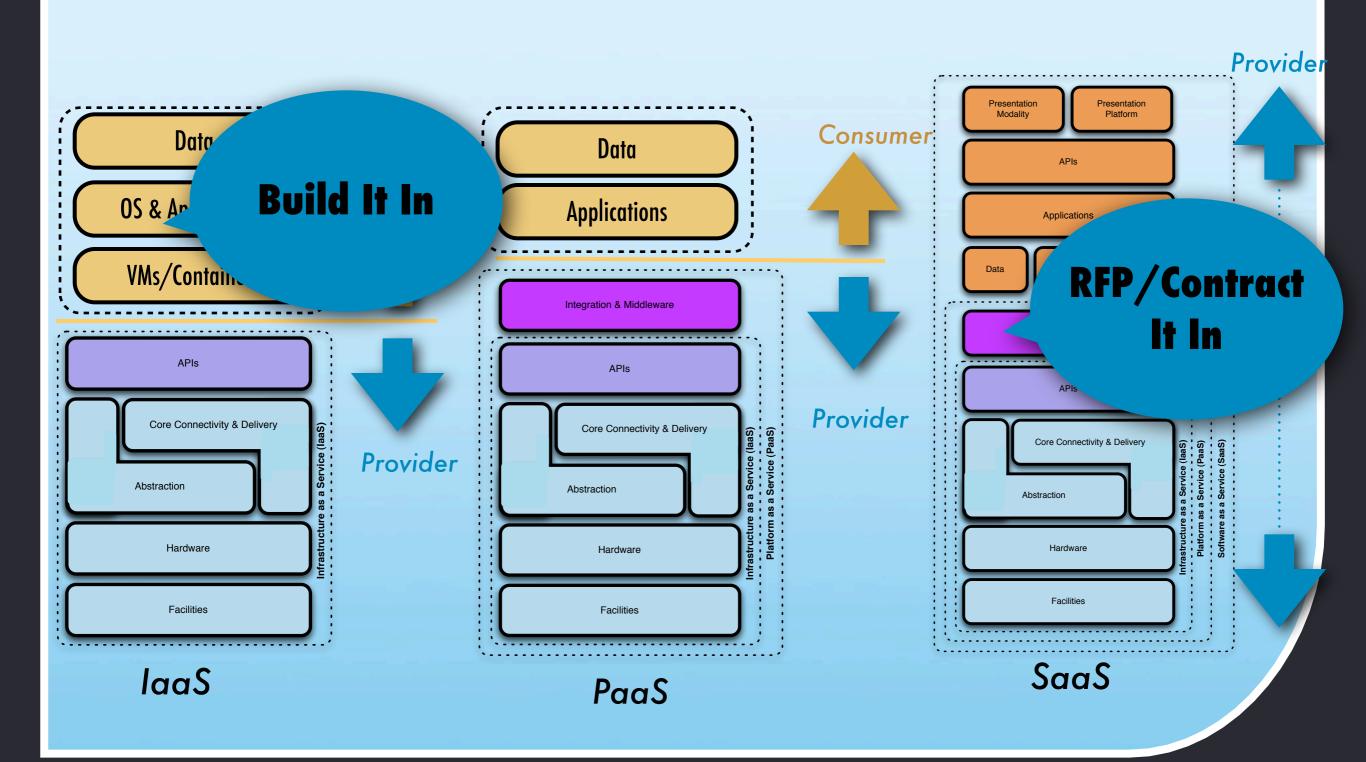
- The provider owns the entire stack
- Security (C, I and A)
   becomes a contract
   negotiation
- Traditional security and compliance functions are more administrative
   & policy-focused

#### Good As Good Gets ...

8.3. Protection of Your Data. Without limiting the above, We shall maintain appropriate administrative, physical, and technical safeguards for protection of the security, confidentiality and integrity of Your Data. We shall not (a) modify Your Data, (b) disclose Your Data except as compelled by law in accordance with Section 7.5 (Compelled Disclosure) or as expressly permitted in writing by You, or (c) access Your Data except to provide the Services or prevent or address service or technical problems, or at your request in connection with customer support matters.



### What This Means To Security



### :: So What Does That Really Mean?

- Depending upon the Cloud delivery model, many options for compensating controls are abstracted to "good enough" or are simply unavailable
- The provider abstracts away the compute, storage and network which "simplifies" things but eliminates entire classes of capability, limiting visibility and options
- Even with the potential for API's and open interface standards, when it comes to Cloud we're at the mercy of what is provided and...



### Cloud Computing



It All Comes Down To Trust ...

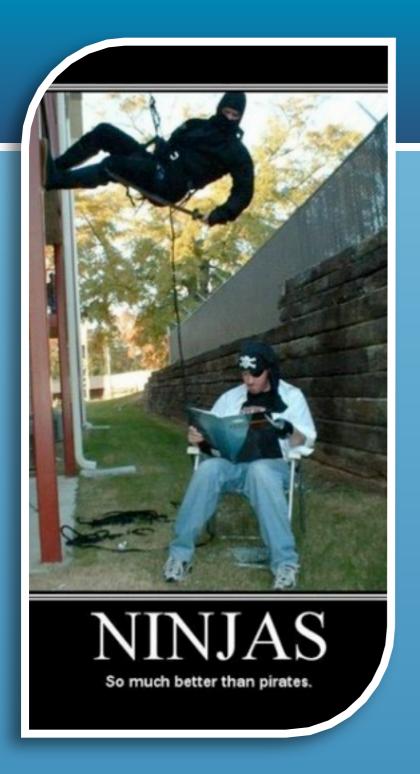
# Heart Of Darkness :: Corrosive (t) Rust

#### :: Heart Of Darkness Corrosive (t) Rust

Virtualization & Cloud's Operational Integrity, confidentiality and availability are based on faith and:

- Trust in providers
- Trust in protocols
- Trust in hardware
- Trust in software
- Trust in operations & people





#### :: Trust <> Control

- Cloud is all about gracefully losing control
- Control is often an emotional issue we are often unprepared to deal with
- Transparency & visibility can easily make up for things that are out of your direct control

Cloudifornication: Stacked Turtles (Er, Frogs)

 "Stacking Clouds on Clouds" and building levels of abstraction adds complexity and staggering interdependencies

 We're building on a very shaky foundation/ weak base of frogs; one goes, they all go



Air Deccan: Simpliflying the Cloud

There is an ancient Hindi proverb that says:

"...just because you can, doesn't mean you should...

...use duct tape to secure the wing of a Airbus 320 that flies at 36,000 feet..."



http://blog.mobissimo.com/archives/392-Air-Deccan-Finds-New-Uses-For-Tape-Airplane-Wing-Repair.html

#### Rules Of the Road

The only thing keeping you alive are some painted yellow lines, a general agreement that everyone wants to arrive at their final destination & the trust that each will keep to their side of the road...



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The only thing keeping you alive are some painted yellow lines, a general agreement that everyone wants to arrive at their final destination & the trust that each will keep to their side of the road...

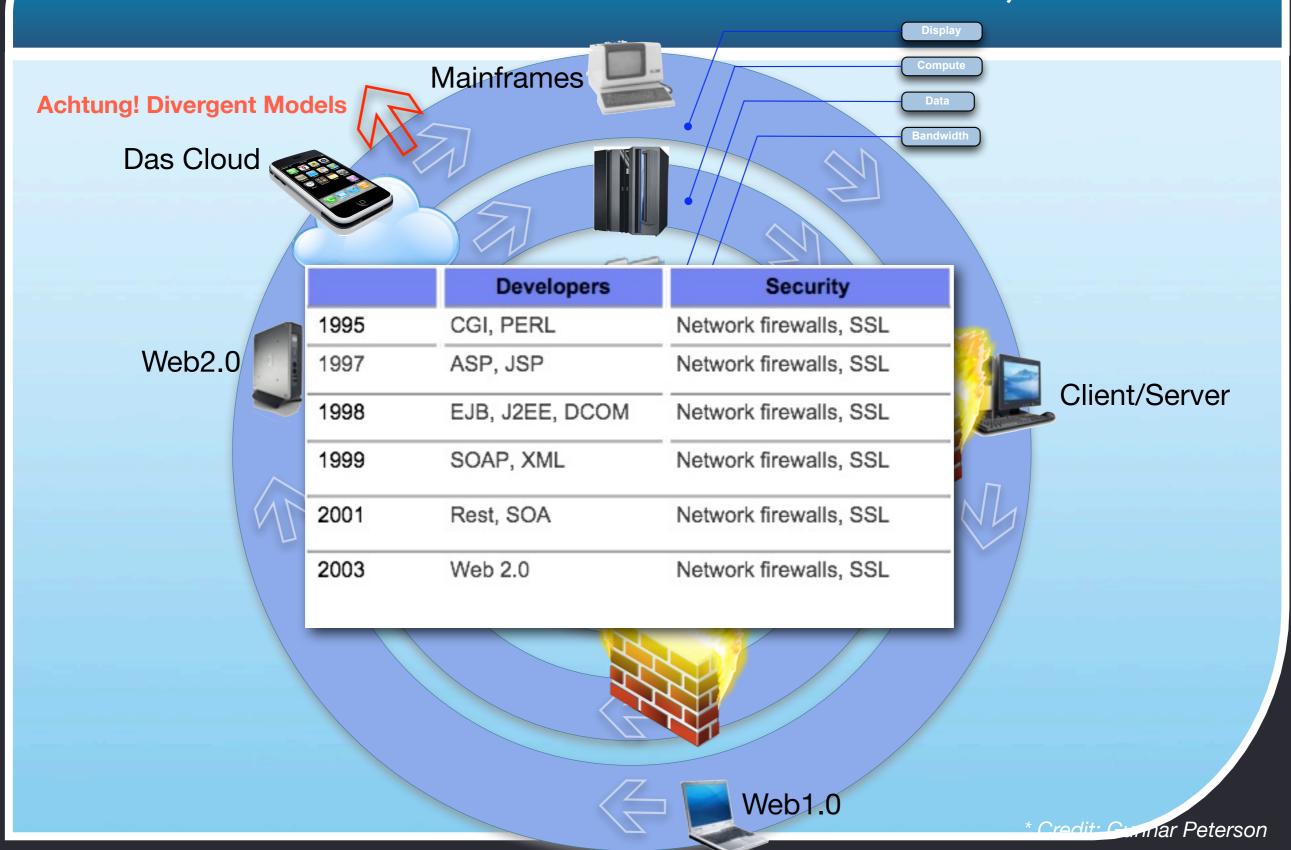


What Have Cloud & Virtualization Providers Done To Earn Our Trust?

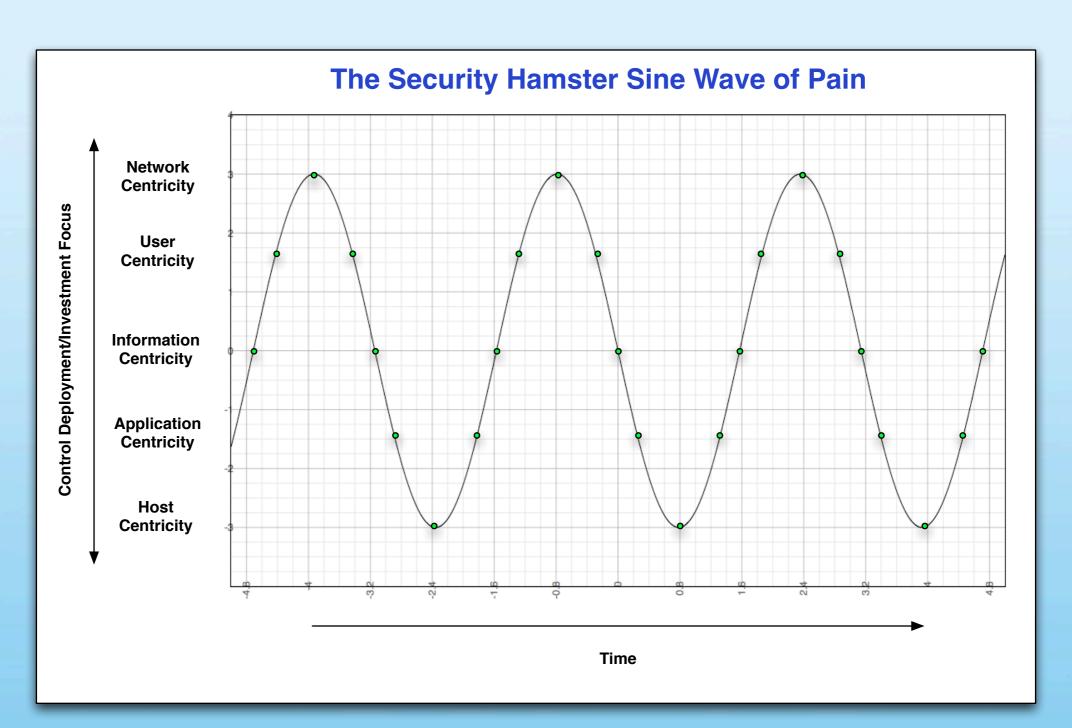
- Hypervisor vulnerabilities
- Lack of TCB implementations
- Lack of Standards
- Introduction of monocultures
- Information Leakage
- Substantial Downtime
- Security By Obscurity



#### Web3.0/Infrastructure 2.0?/Security 1.3a?

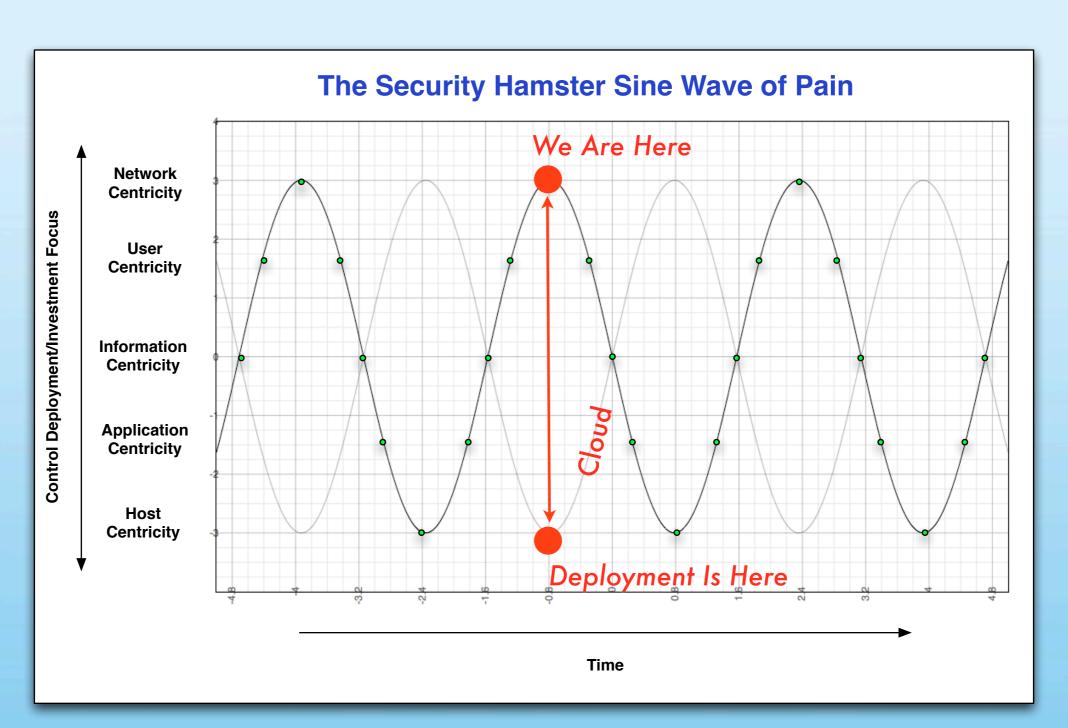


#### The Hamster Sine Wave of Pain ... \*



<sup>\*</sup> With Apologies to Andy Jaquith & His Hamster...

#### The Hamster Sine Wave of Pain ... \*



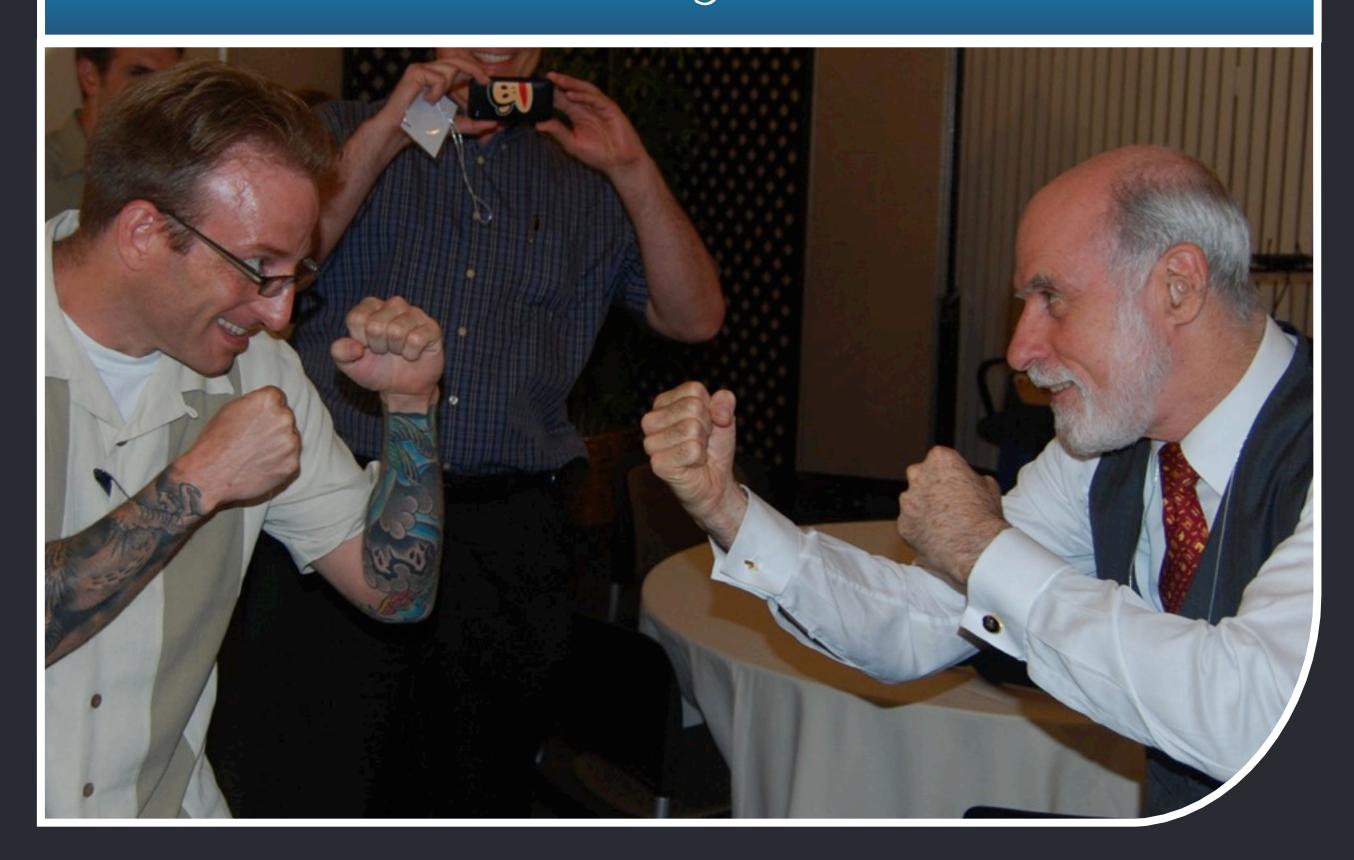
<sup>\*</sup> With Apologies to Andy Jaquith & His Hamster...

#### :: Converged Simplexity - Pushing the Envelope



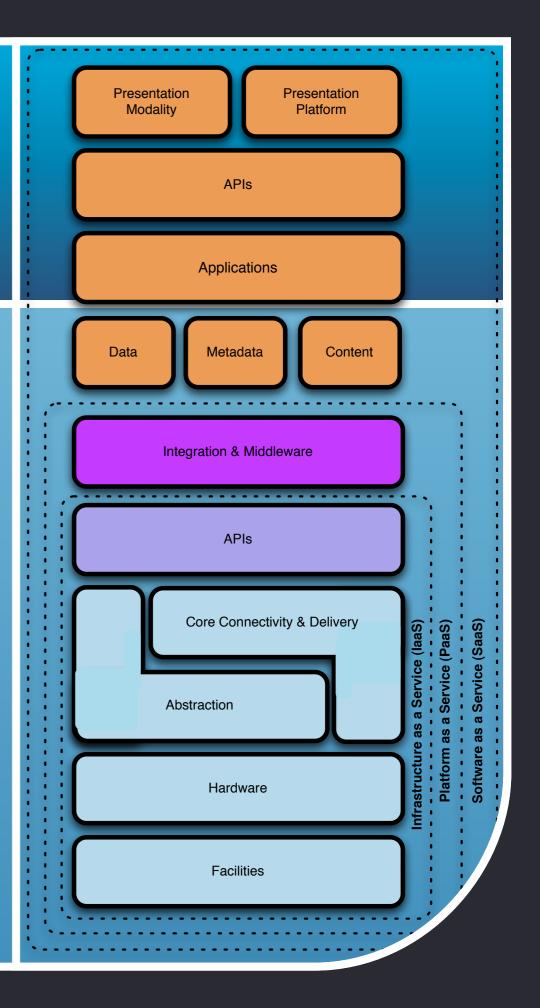
- As we converge compute, network and storage our speeds and feed issues don't subside, they intensify
- Integrating virtualized security capabilities at network scale becomes even more challenging: 10GbE/40GbE/100GbE... virtualized DC's are pushing to terabit fabrics
- As we'll see, this is a squeezing the balloon problem

#### There Ain't Nuthin' Wrong With The InterTubes!



#### We Are Product Rich, But Solution Poor

- What's true with VirtSec is true with Cloud, only more so. Viva Le 4 Horsemen!
- Depending upon the type of Cloud, you may not get feature parity for security.
- Your visibility and ability to deploy or have a compensating control deployed may not be possible or reasonable.
- As it stands now, the abstraction of Infrastructure is really driving the cyclic shift from physical network controls to logical/virtual & back into the host/guest



### Owning the Cloud

Infostructure

Metastructure

Infrastructure



### ::Cloudanatomy

Infostructure

Metastructure

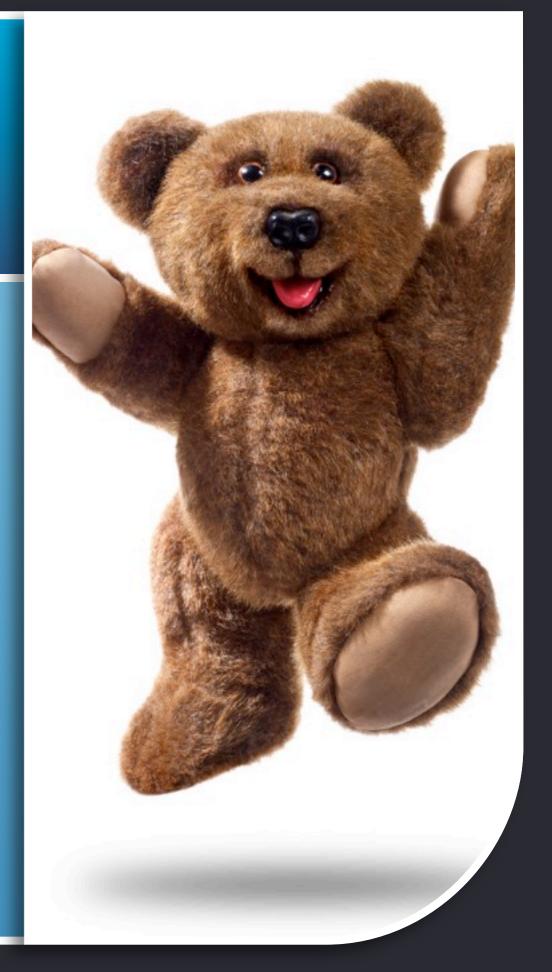
Infrastructure

- Content & Context Apps, Data, Metadata, Services
- Glue & Guts -IPAM, IAM, BGP, DNS, SSL, PKI
- Sprockets & Moving Parts Compute, Network, Storage

## Cloud Happiness :: Warm & Fuzzies

#### The Cloud <u>can</u> provide the following security benefits:

- Centralized Data (sort of...)
- Segmented data/applications
- Better Logging/Accountability
- Standardized images for asset deployment
- Better Resilience to attack & streamlined incident response
- More streamlined Audit and Compliance
- Better visibility to process
- Faster deployment of applications, services, etc.



### :: Familiar Security Challenges

- Availability & SLA's
- Confidentiality & Privacy
- Visibility & Manageability
- Portability & Interoperability
- Reliability & Resiliency

- Vendor Lock-in
- eDiscovery & Forensics
- Information Lifecycle
- Change Control
- Compliance

### :: and what's Old is New(s) Again

- Access Control
- Data Leakage
- Authentication
- Encryption
- Denial Of Service/DDoS
- Key Management
- Vulnerability Management

- Application Security
- Database Security
- Storage Security
- SDLC
- Protocol Security
- Identity Management
- Risk Management

#### :: Information Intercourse?

Infostructure

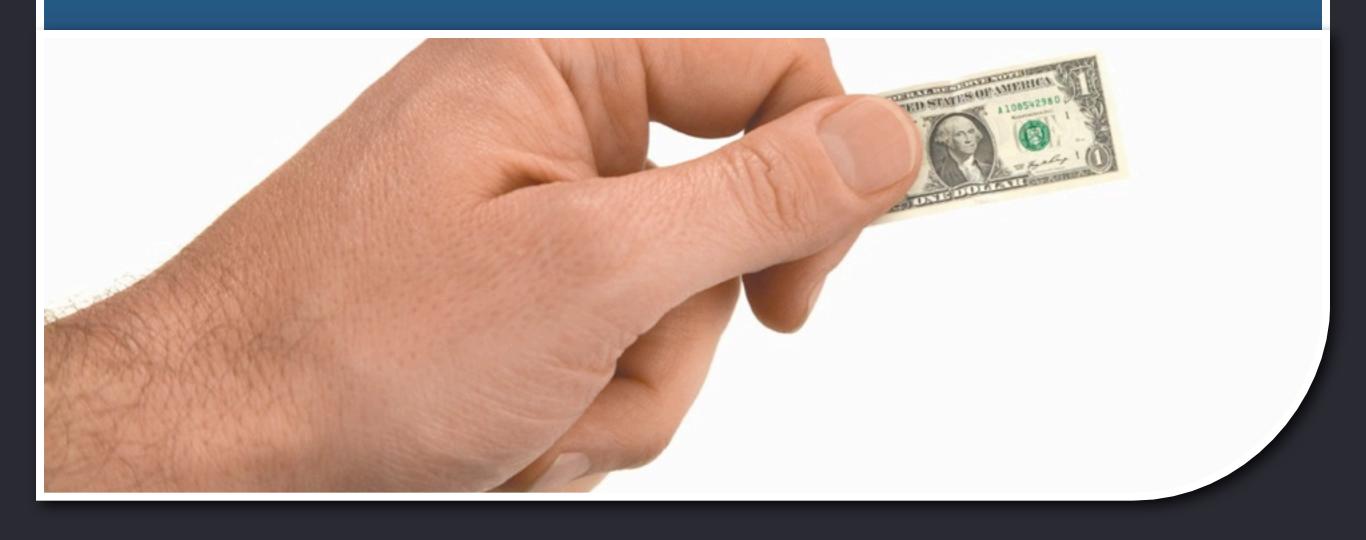
Metastructure

Infrastructure



- Clouds on Clouds on Clouds...
- Amorphous perimeters and the migration to multi-tenancy
- Socialist security & co-mingled data in multi-tenant elastic environments
- Really crusty protocols and even more stale approaches to integration
- Security becomes a question of SCALE...

## Unstacking Turtles...



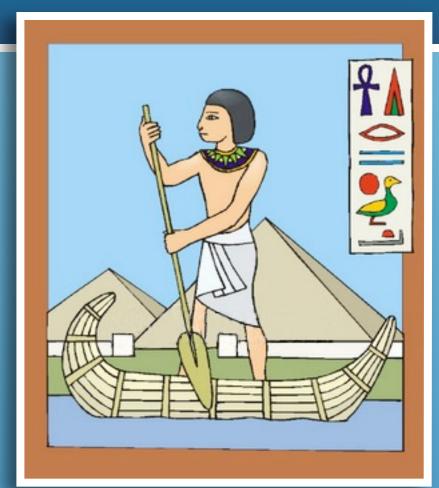
#### :: Caveats

- The following is constructed to make you think
- We're going to discuss a lot of interesting things
- Some are academic, some are practical
- Some things are specific to cloud, others not
- The names have not been changed to protect anyone, nor so they seek to impugn anyone
- Think about the big picture, not the little illustrations



#### An Example IS In Order...

- Imagine a fictional Public IaaS Cloud Provider...
- Let's call them "Da Nile Web Services\*"
- Virtualization, multi-tenancy & Isolation based on a VMM: Elastic Compute, Network & Storage Services...
- Let's take a journey & imagine how what we're going to discuss might affect this fictional provider of service







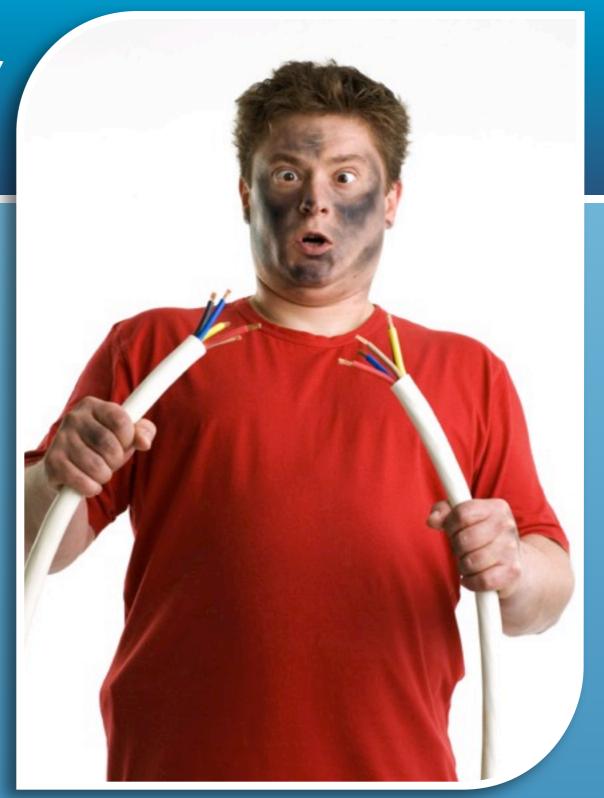
### Physical FAIL

- 365 Main Cascading Power Distribution/Generation Failures
- Rackspace Truck drives into transformer. Things go boom.
- CI Hosts Robbery. Four Times
- Core IP Networks FBI Seizure

\*HT to Jesse Robbins: Failure Happens, CloudCamp Interop

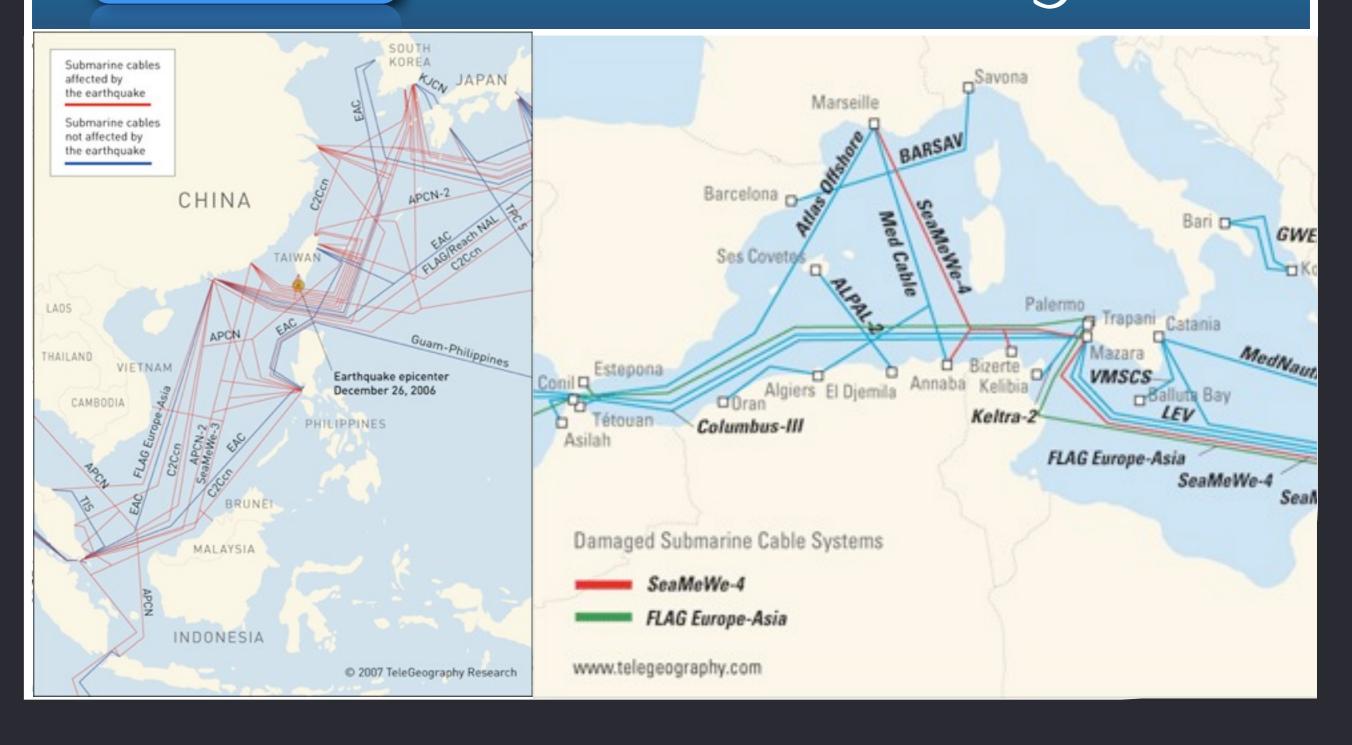
### Infrastructure Doh!

- As large Cloud providers consolidate to mega datacenters, bandwidth, peering & transit traffic patterns will shift based on the physical location
- Mobility of NextGen Infrastructure & virtualization/ Cloud tech. will exacerbate this
- Shared infrastructure increases the failure impact radius



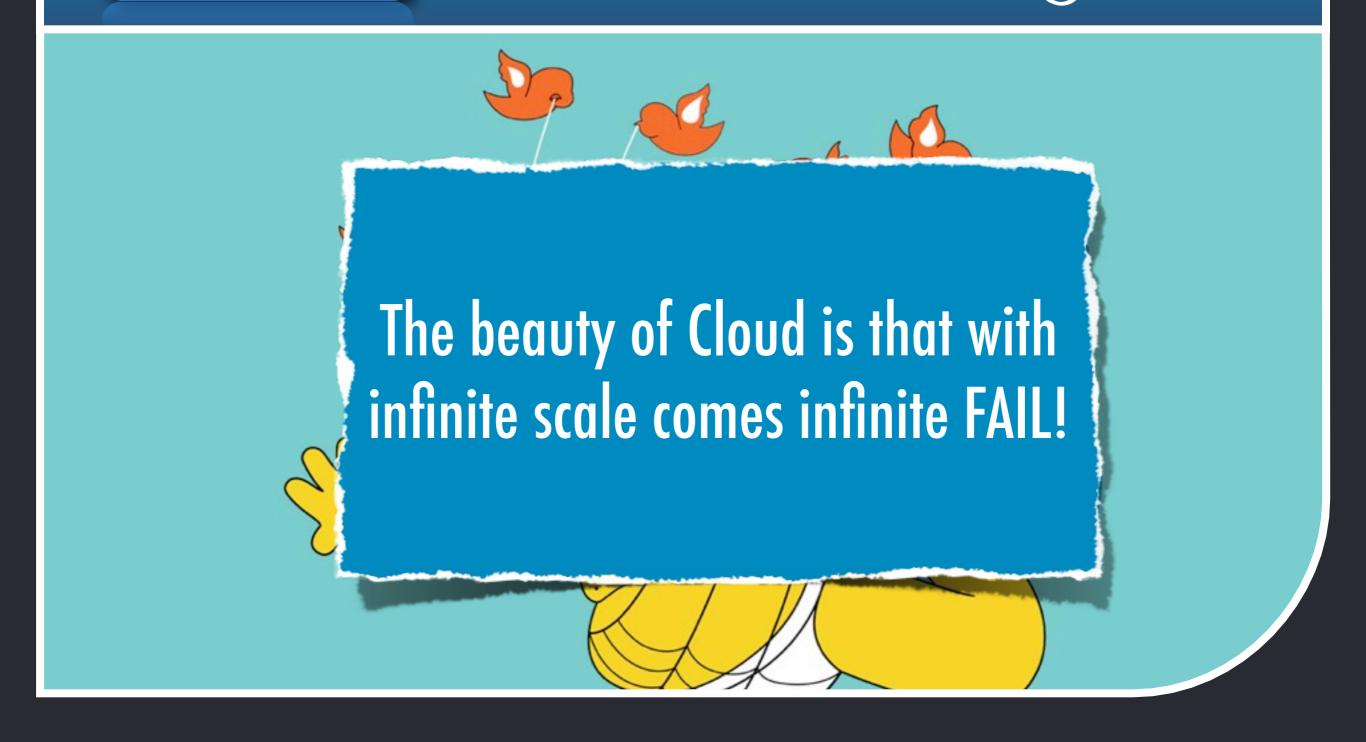
#### Infrastructure

#### :: Shared Wavelengths



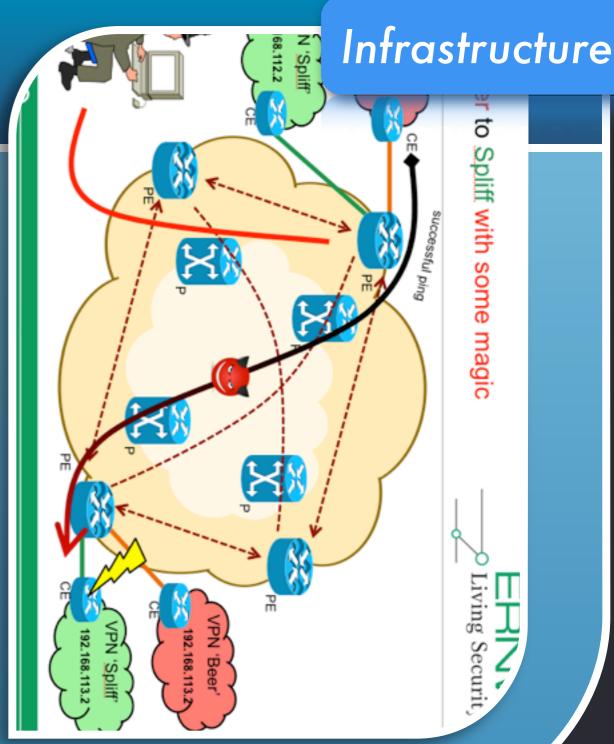
Infrastructure

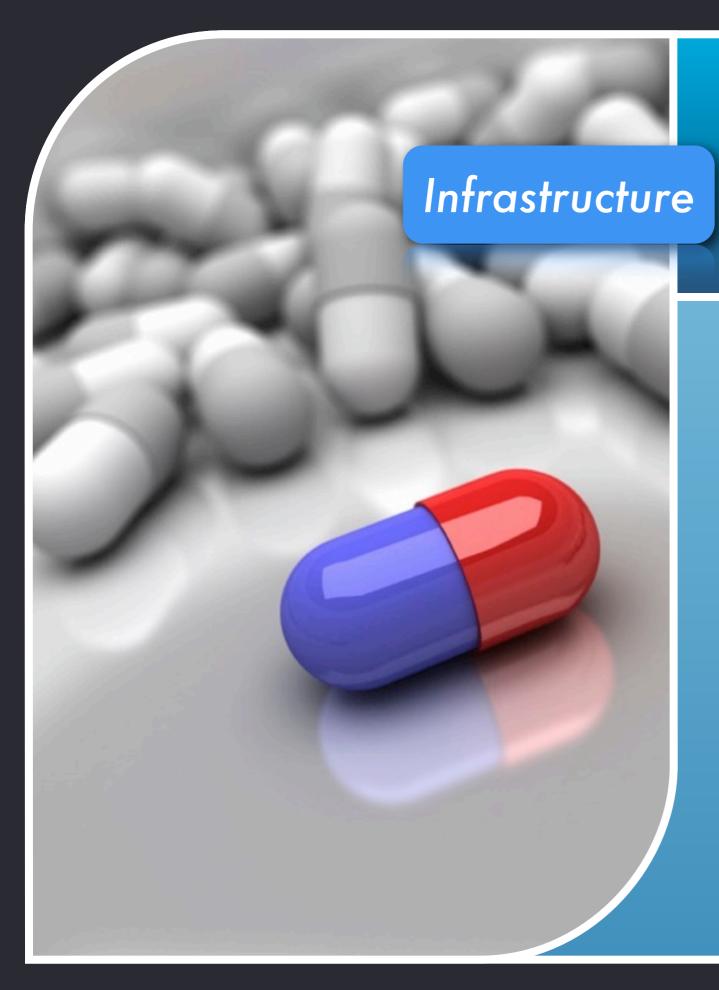
#### :: Shared Wavelengths



:: Bit Buckets, Carrier Ethernet, MPLS and L2/3 VPNS

- Core Infrastructure Exploits
- ERNW's Carrier Ethernet & MPLS subversion (Owning Carrier Networks)
- Carriers & the NSA's "free email/voice archiving"
- Big, Flat L2 networks bring
   Old Sk00l I337 back.
   Remember Yersinia?



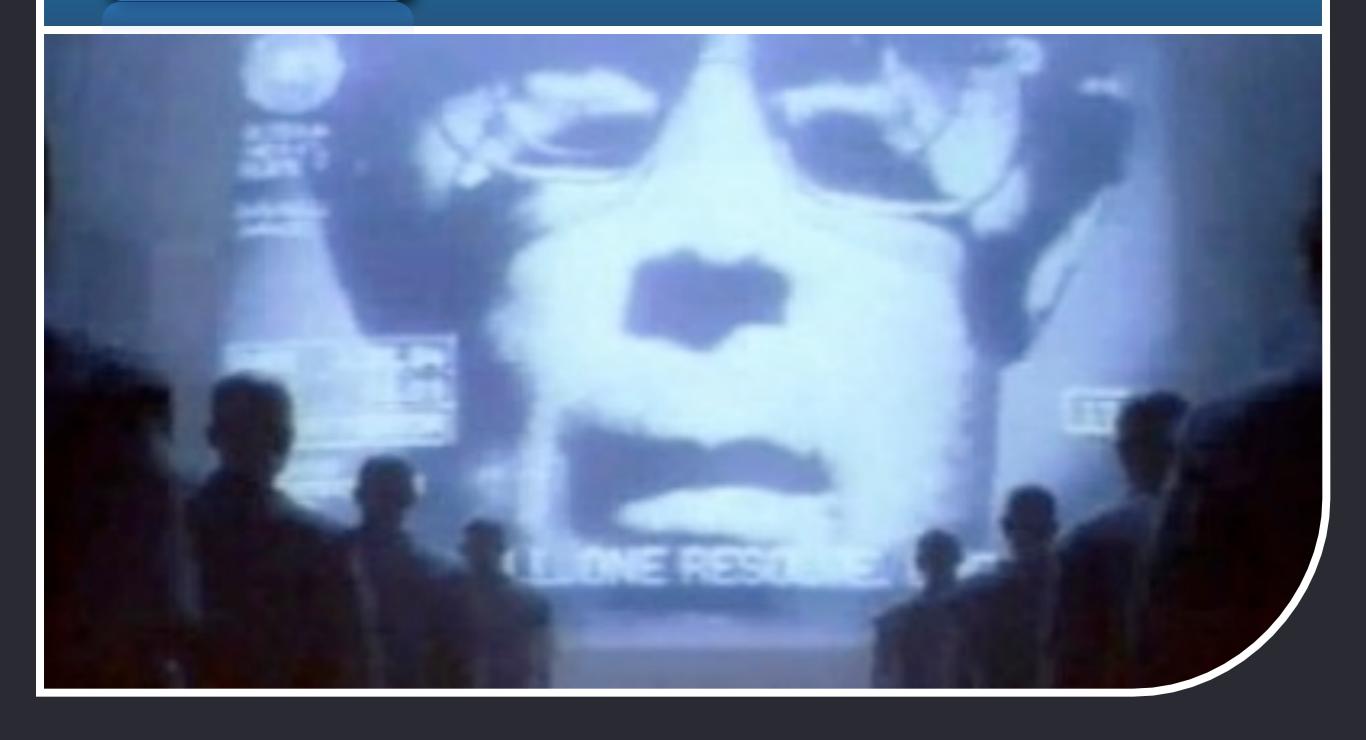


#### :: CPU/Chipset & VMM Compromise

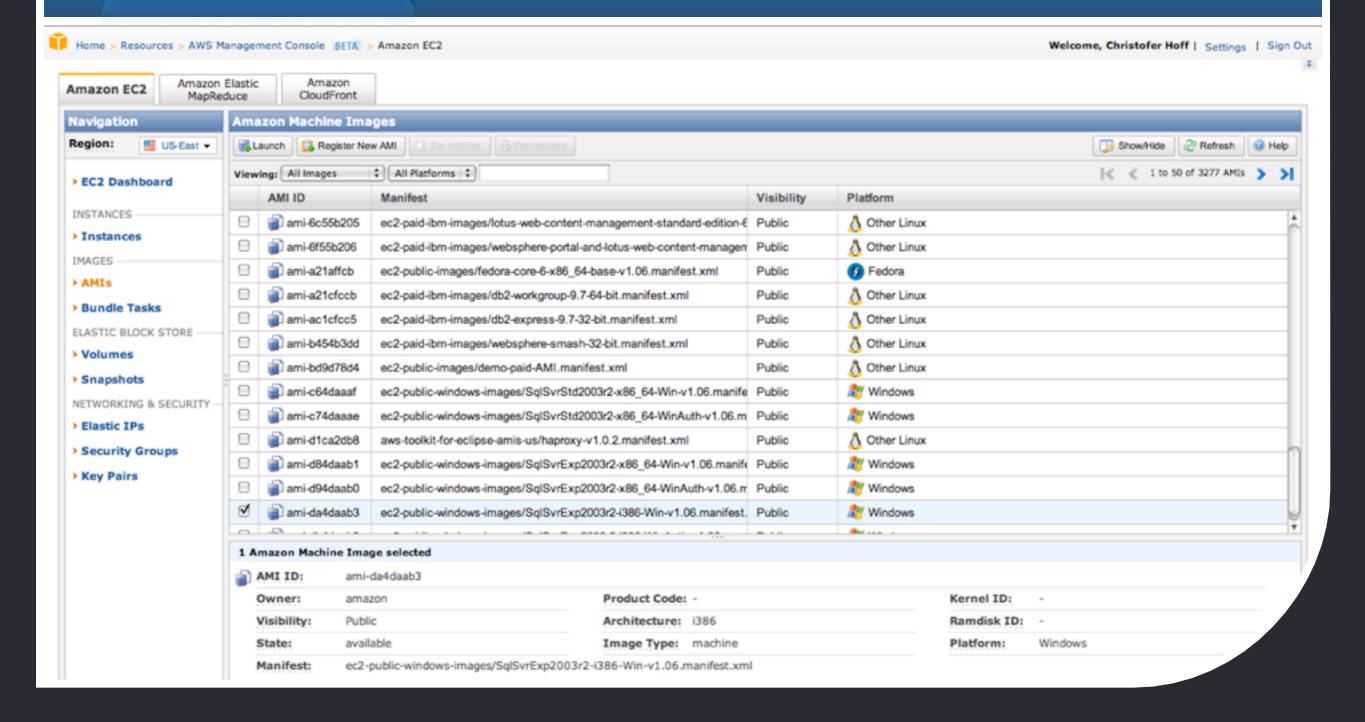
Some examples of Joanna Rutkowska & ITL's work on CPU/Chipset and Virtualization subversion:

- Xen VMM Dom0 Escalation
- Xen VM escapes
- Bluepilling Xen w/nested virtualization
- Bypassing Intel's TXT
- SMM attacks
- BIOS rootkits

### Infrastructure :: VMM Monoculture



#### Infrastructure :: Shared VM/VA/AMIS



#### Infrastructure

#### :: Shared VM/VA/AMIS



#### Infrastructure

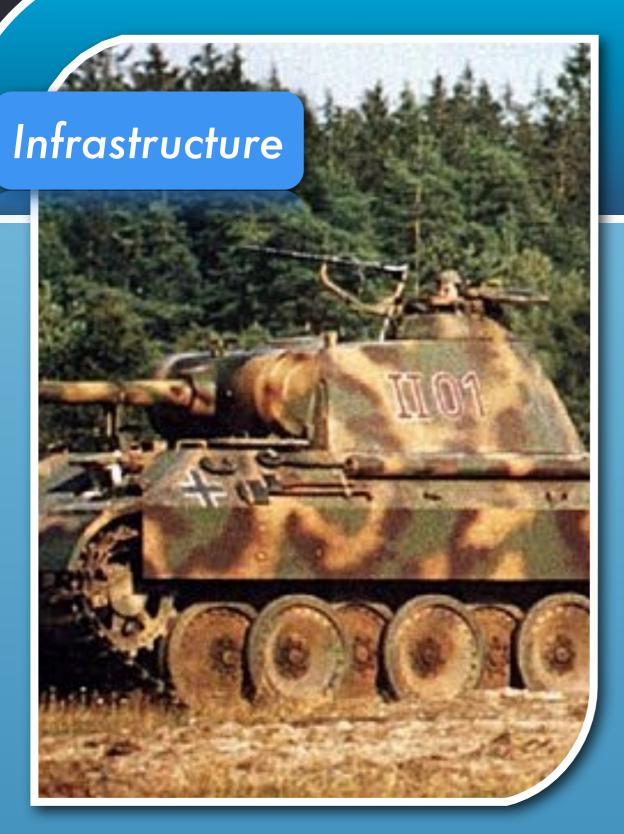
#### :: Mapping Cloud Infrastructure

Cloud Cartography\* Mapping Cloud Infrastructure
 & Brute Forcing Co-Resident
 EC2 AMIs w/ Side-Channel
 Attacks

9. CONCLUSIONS

In this paper, we argue that fundamental risks arise from that fundamental risks arise from distrustful distrustful distrustful distrustful that fundamental risks arise from the fund

\* Ristenpart, Tromer, Shacham, Savage



#### :: Mapping Cloud & The German Tank Problem

- During World War II, German Panther tanks production was accurately estimated by Allied intelligence using statistical methods.
- AWS EC2 Resource IDs to externally count # of resources provisioned during a specific timeframe

Infrastructure :: vMotion Poison Potion

V<sub>M</sub> Instance

Host A

to Host B

Can modify arbitrary VM OS/application state

Host VMM B

Man-in-the-middle

Figure 1: An example of a man-in-the-middle attack against a live VM migration.

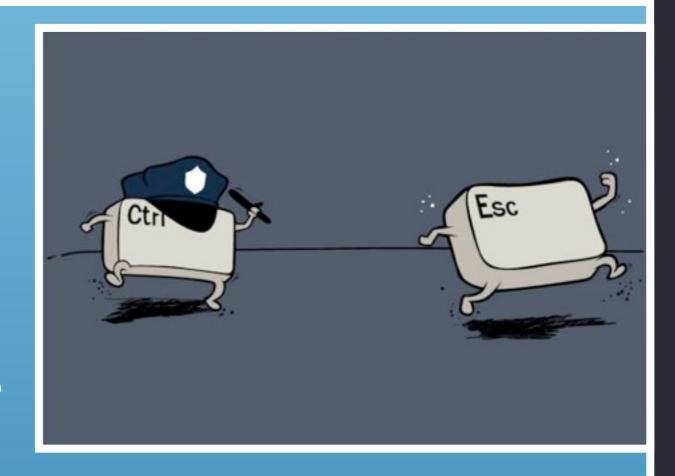
John Oberheide's\* vMotion subversion (with extensions re: long distance VMotion over said Carrier Ethernet/ MPLS)

\*Oberheide, Cooke, Jahanian

Infrastructure

:: Cloudburst VM Escapes

Cloudburst VM
 Escapes\* - Abusing
 emulated device
 drivers to provide
 host to guest escape
 in virtualized
 environments



\*Kostya Kortchinsky Immunity, Inc.

### Metastructure :: BGP, DNS & SSL



#### The Flaw

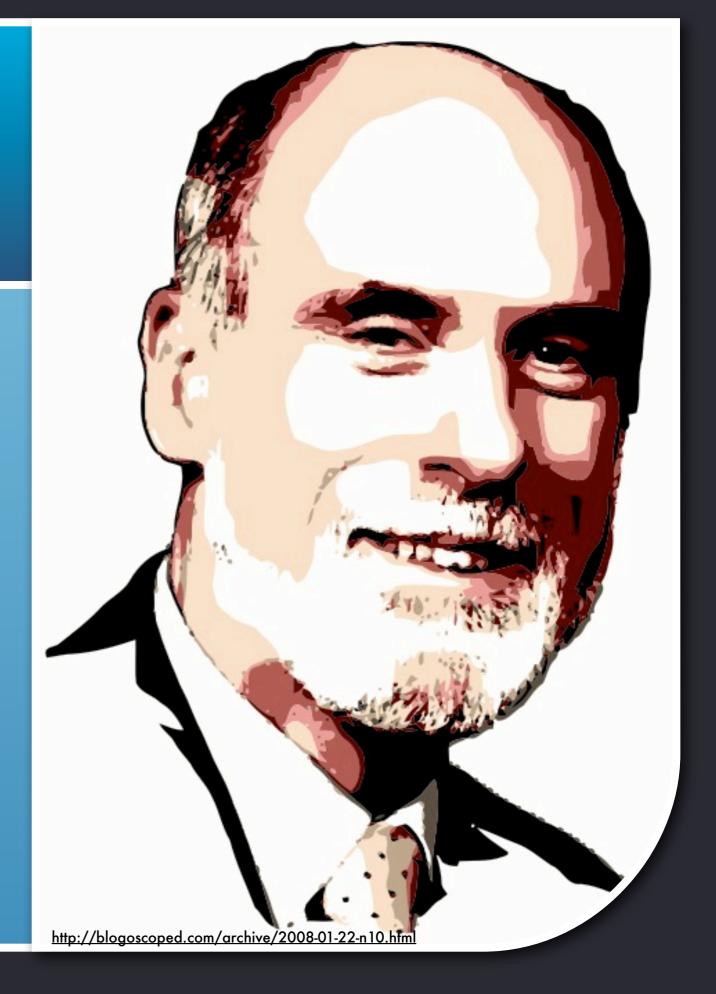


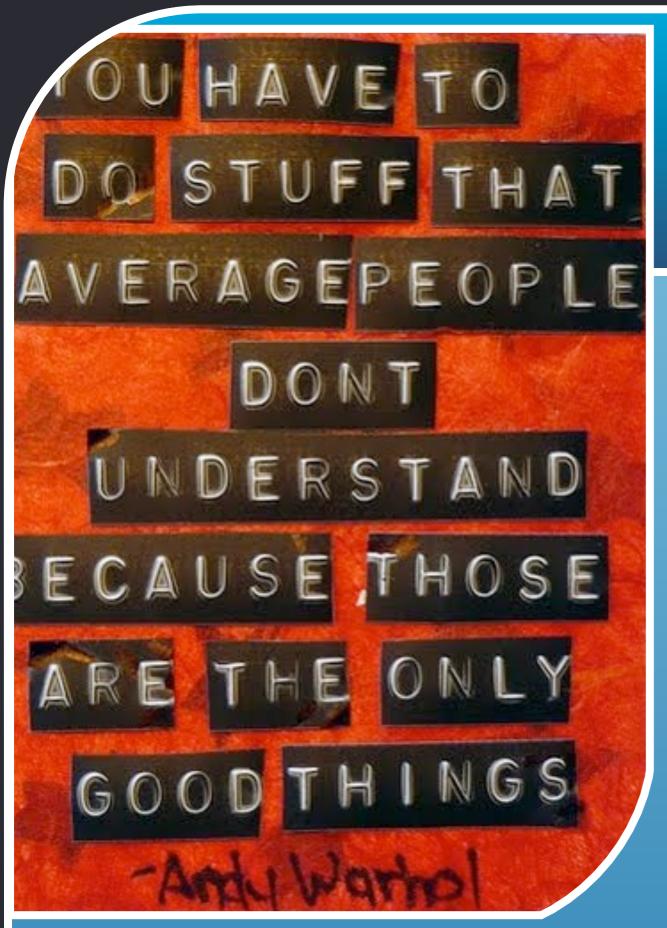


- Kaminsky's DNS attacks
- ERNW's | Kapela & Pilosov's BGP attacks, YouTube (Prefix Hijacking, MITM)
- Moxie Marlinspike's SSL/TLS Chained Certs, Null Certificate Prefix Bug, MITM, General Browser suxOr
- Sotirov et. al. Rogue CA & MD5 (...and so on, and so on...)

# Metastructure Uncle Vint Sez...

Each cloud is a system unto itself. There is no way to express the idea of exchanging information between distinct computing clouds because there is no way to express the idea of "another cloud." ...there is no way to express how that protection is provided and how information about it should be propagated to another cloud when the data is transferred.





#### Metastructure

"APIS, Interfaces &
"Simplexity"

- There are literally dozens of competing cloud interface and API specifications & standards
- If complexity is the enemy of security, what is abstracted simplicity?

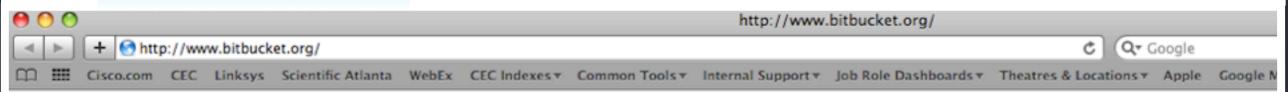
#### Metastructure Stuck In the Middle Infostructure

- Developers want to point-click-deploy to Cloud from an IDE
- To them, Cloud is a platform with API's & Interfaces, not infrastructure
- Metastructure \*should\* be transparent, but isn't
- Infrastructure breaks infostructure, metastructure breaks infrastructure
- Rock, paper, scissors



#### Infostructure

#### :: Who Owns Cloud Failure?



#### Something is going on with our storage (again)



Last night (around 23:00) the io requestions it got fast enough moved the instance, disks and such to but it still seems to be faulty, laggy and just not working. As this is a major problem with the underlying architecture is really not much w

I'm very sorry about this, as you guy that. I am too, and if this does indeed turn out to be amazons fault, we

Normally, I would update this page

When I know, you'll know.

And as always I want to stress

Feel free to have a look at me or leader

Bitbucket runs on Amazon's AWS (EC2/EBS)

Their site was down for almost 20 hours.

UPDATE: Our EC2 instances have a very bad connection to site was "back", the EBS mounts were acting better, but now they're not. Again subscription, so they can act as quickly as possible.

What's even more frustrating is that Amazon doesn't want to acknowledge the problem. They claim both services are

http://twitter.com/obrien99/status/4576436793

http://developer.amazonwebservices.com/connect/thread.jspa?threadID=33015&tstart=0

We're very frustrated by this, especially since it's totally out of our hands. We'll keep you posted.

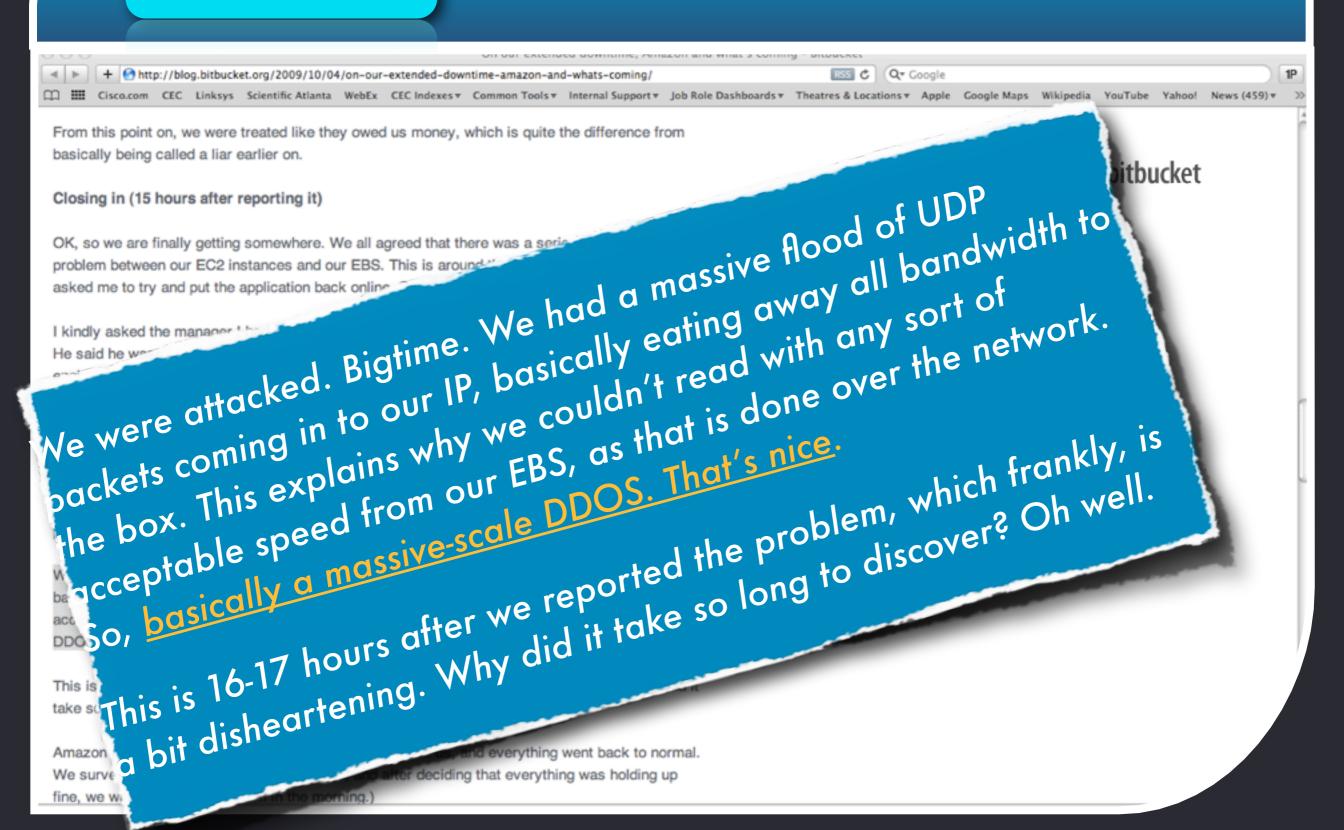
UPDATE 2: We were back for about 5 minutes before the EBS dropped its cookies. Enjoy this status page a while longer.

UPDATE 3: Amazon has acknowledged that there is in fact a problem. They're investigating, and we're waiting for the go-ahead.

volume, the load goes up, since it ca fix this. They've been alarmed, and v

are clearly not. We're also not the only

## Infostructure :: Who Owns Cloud Failure?



#### Infostructure

#### " Who Owns Cloud Failure?

YouTube Yahoo! News (459) ▼

bitbucket



From this point on, we were treated like they basically being called a liar earlier on.

#### Closing in (15 hours after reporting it)

OK, so we are finally getting somewhere. W problem between our EC2 instances and our asked me to try and put the application back

I kindly asked the manager I had on the pho-He said he wasn't really sure, and that he w engineers.

I dial in, and they start explaining what the

Now, I have been specifically advised not to our customers to explain what went wrong. I were looking pretty bad due to this. I've alre page, as well as on IRC, but let me re-iteral

We were attacked. Bigtime. We had a mass basically eating away all bandwidth to the bacceptable speed from our EBS, as that is DDOS. That's nice.

This is 16-17 hours after we reported the partake so long to discover? Oh well.

Amazon blocked the UDP traffic a couple of We surveyed the services for a while longe fine, we went to bed (it was 4am in the more "If you single-source your infrastructure provider, one day you're going to get your butt handed to you on a platter. The appearance of 'infinite scale' does not mean you'll automagically realize 'infinite resilience or availability"

- Me



Infostructure

:: Misunderestimation

- Cloud: WebAppSec v AppSec?
- Information Exfiltration
- CloudFlux & FastFlux CloudBots
- DDoS & EDoS Economic
   Denial of Sustainability



# Infostructure This Sting(k)s...



#### **OWASP Top 10**

- Injection Flaws
- **Cross Site Scripting**
- Malicious File Execution
- **Insecure Direct Object Reference**
- **Cross Site Request** Forgery (CSRF)
- Information Leakage & Error Handling

- **Broken Authentication** & Session Management
- Insecure Cryptographic Storage
- Insecure Communications
- Failure to restrict URL access

Infostructure :: Layer 8

 Systemic process changes that affect how users interact with services that can change at a moment's notice

The 'Oops' factor (esp. in SaaS) is going to be an issue...

How would you announce a major change to a product that is likely going to affect a large userbase? Probably not in the same way that Google announced upcoming changes to their popular document Google announced upcoming changes to their popular document.

Google announced upcoming changes to their popular document.

Google announced upcoming changes to their popular document.

In a recent post at the Google Docs Help Forum Marie,

Google Docs, In a recent post at the Google Docs.

Google Docs, In a recent post at the Google Docs.

Google Docs, In a recent post at the Google Docs Help Forum Marie,

and editing platform Google Docs, In a recent post at the Google Docs.

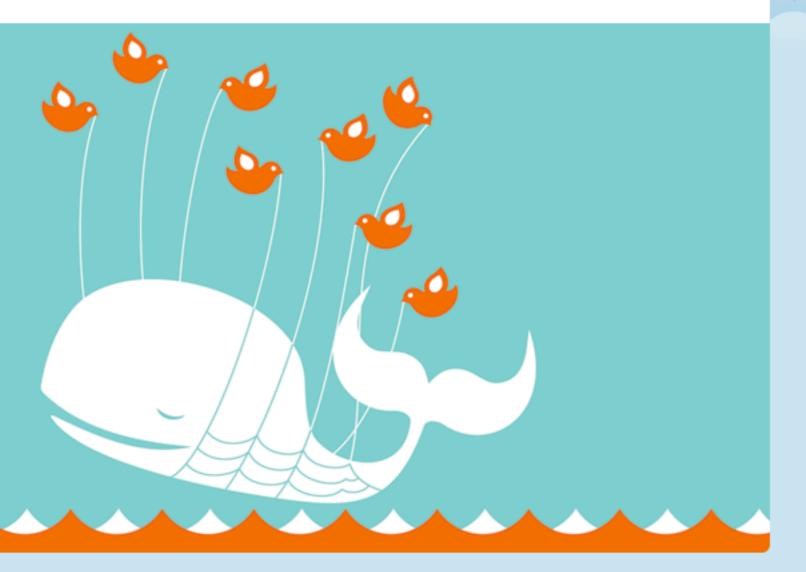
Google announced upcoming changes to their popular document. Google plans to index all published documents from What this means is that Google Docs users might website. Google plans to index all published documents from Google Docs users if the documents are linked from What this means is that Google Docs users might website. What this means for this a public (that means crawled by Google Bot) website. They never had the intention for this a public (that means crawled index even if they never had the intention for this jind their documents in the Google index even if they never had the intention for this jind their documents in the Google index even if they never had the intention for this jind their documents in the Google index even if they never had the intention for this jind their documents in the Google index even if they never had the intention for this jind their documents in the Google index even if they never had the intention for this jind their documents in the Google index even if they never had the intention for this jind their documents in the Google index even if they never had the intention for this jind their documents in the Google index even if they never had the intention for this jind their documents in the Google index even if they never had the intention for this jind their documents in the Google index even if they never had the intention for this jind their documents in the Google index even if they never had the intention for the google index even if they never had the intention for the google index even if they never had the intention for the google index even if they never had the google index even in the google i a Google employee, notified users of an upcoming change to Google Docs. Google docs a public (that means crawled by Google index even if they never had the intention for this ind their documents in the Google index. The main problem with the procedure is the following: Google Docs users cannot explicitly block their documents from being indexed. Even worse is the fact that there is not an option to see if their documents from being indexed. The main problem with the procedure is the following: Google Docs users cannot explicitly block their document documents from being indexed. Even worse is the fact that there is not an option to see if their documents have been numbered. have been publicly linked.

46.213

rrett Lyon

#### Twitter is over capacity.

Too many tweets! Please wait a moment and try again.

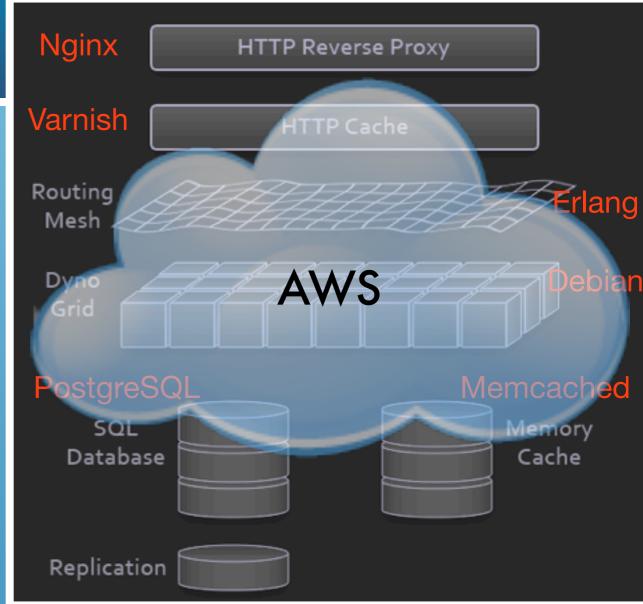


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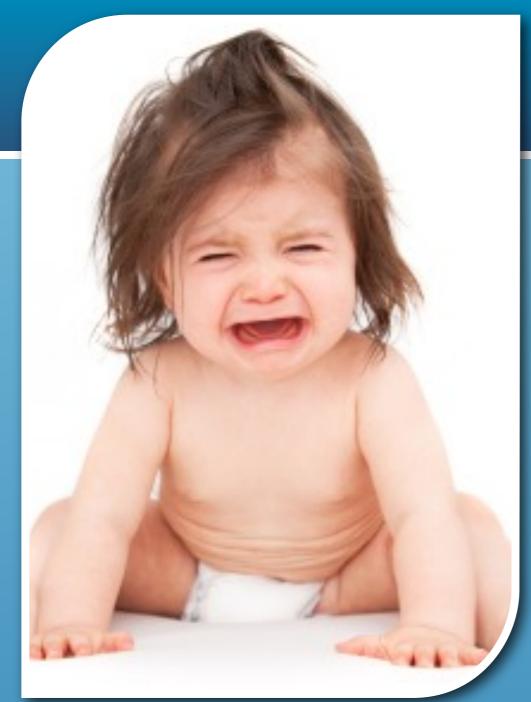
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# Then There's the Other Extreme...

- All this abstraction...
- Sits atop more abstraction...
- In the form of AWS...



Heroku...



Perception IS Reality

"Cloud Providers

You Can't Have It Both Ways

#### You Can't Claim:

- Service Superiority & Availability
- Better Security
- Better Performance & Cost

#### **Back That Up With:**

- 1990's SLA's
- Outages & Breaches
- Lack Of Support

#### **And Then Say:**

- IT Goes Down, So We Can Too
- Your Expectations are Too High
- We're Still Better...



## I've Only Got a few Minutes...

So I didn't even get to mention:

PKI

Storage Security

IAM

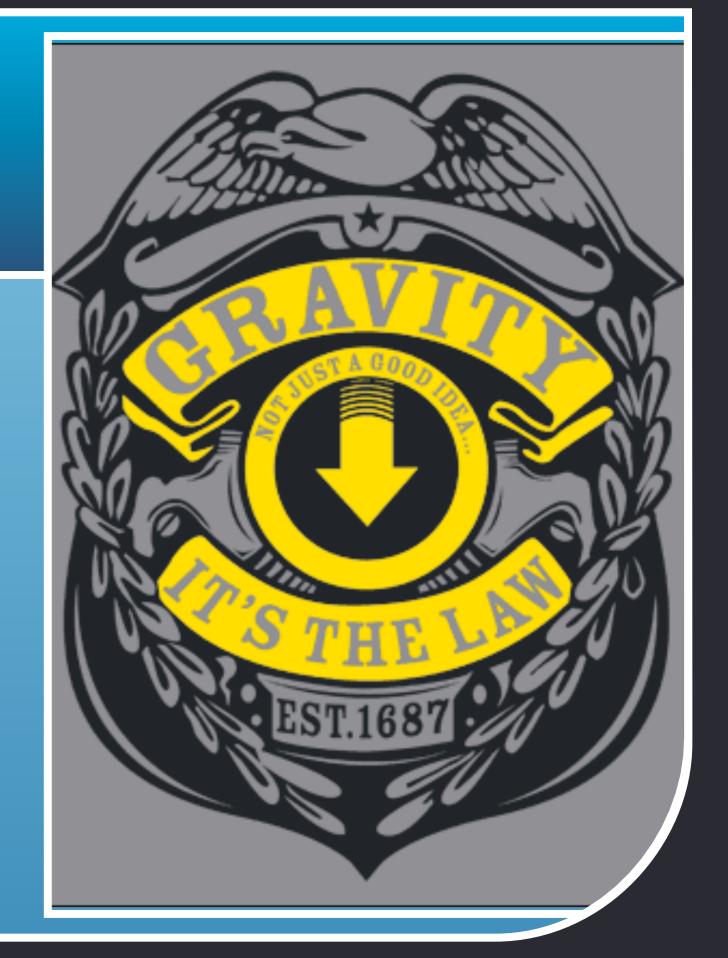
Encryption

SOA/WS-\*
 Interoperability

...and the hits keep coming...

## It Ain't About Being New...

- People are so wrapped up in new flashy 'sploits
- This is about being pragmatic and fixing the stuff that's fundamentally broken & has been for some time
- Where's the threat modeling, risk assessment and management?



### :: Cloudifornication Redux

Infostructure

Application/WebApp Insecurity, SQL Injection, Information Exfiltration

Metastructure

BGP, SSL & DNS Hijacking

Infrastructure

MPLS, Routing & Switching, Chipset & Virtualization Compromise

In Cloud, MUCH of this is out of your control...



# SECURITY YOU'RE DOING IT WRONG

## Wrapping Up...

- Attacks on and using large-scale
   Public Cloud providers are
   coming & Cloud services are
   already being used for \$evil
- Hybrid security solutions (and more of them) are needed
- Service Transparency, Assurance
   & Auditability is key (A6 API)
- Providers have the chance to make security better. Be transparent.



## New Solutions To Old Problems

The Realities of Today's CloudSec Solutions Landscape:

- Whatever the provider exposes in the SaaS/PaaS/laaS Stack
- Virtualization-Assist API's (If Virtualized)
- Virtual Security Appliances (VM-based)
- Software in the Guest (If Virtualized)
- Integrating Appliances & Unified Computing Platforms (Network-based solutions)
- Leveraging Trusted Computing Elements

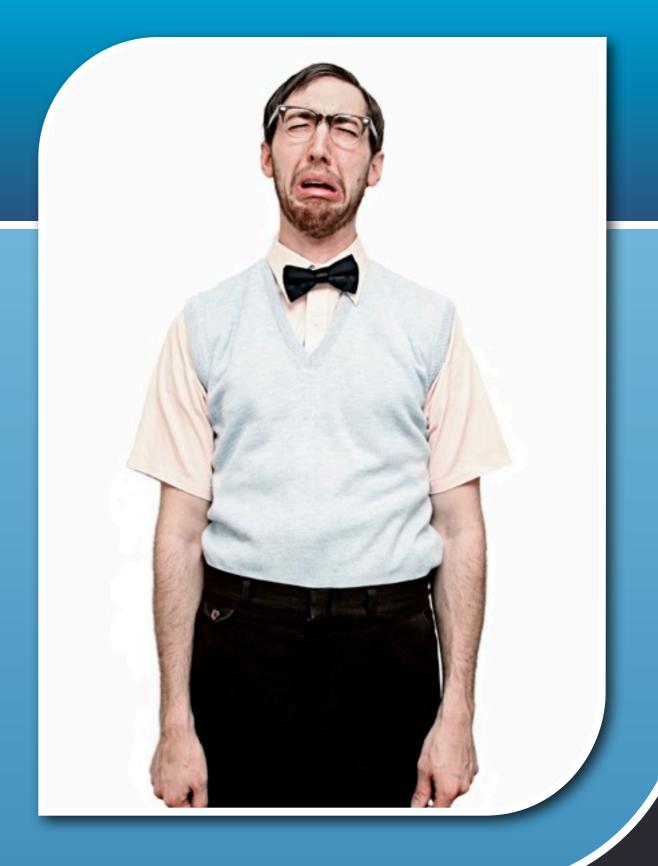
# "What Are We Doing About It?

- Emerging Infrastructure
  - Converged Compute,
     Network & Storage solutions emerging
  - Virtualization Platforms evolving
  - IP NGN's deploying
- Crippling Metastructure
- Struggling with Infostructure



## "What Are We Doing About It?

- Emerging Infrastructure
- Crippling Metastructure
  - DNSSec
  - BGP Extensions
  - IPv6
  - LISP, HIP, etc...
  - Open API's & Interfaces
- Struggling with Infostructure



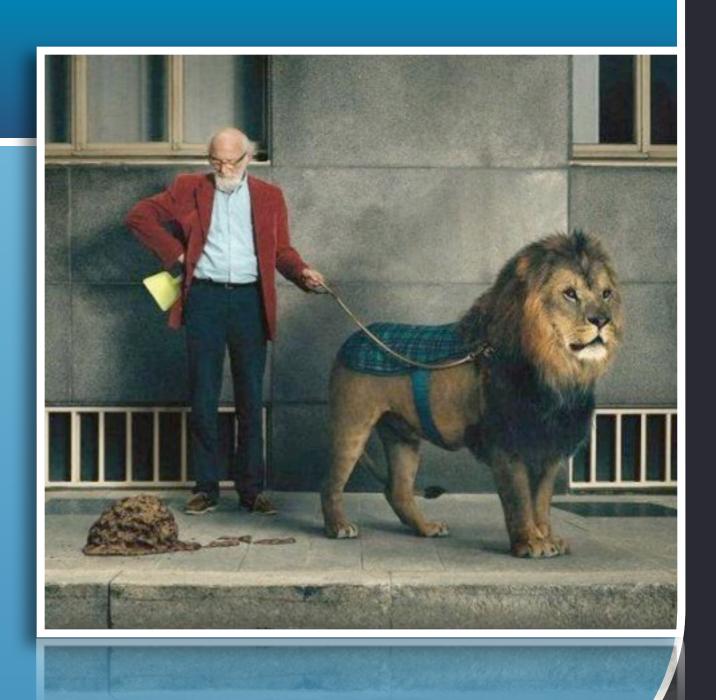
## "What Are We Doing About It?

- Emerging Infrastructure
- Crippling Metastructure
- Struggling with Infostructure
  - We <u>still</u> have buffer overflows
  - The Browser Battle is lost
  - Applying L1-6 "solutions" to Layer 7 & 8 "problems"
  - Totally disconnected from Metastructure & Infrastructure



## :: C/oud...

We made the mess, now it's time we started thinking about how to clean it



## More Resources...

#### **Cloud Computing**

http://groups.google.com/group/cloud-computing

Cloud Computing Interoperability Forum

http://groups.google.com/group/cloudforum

**Cloud Storage** 

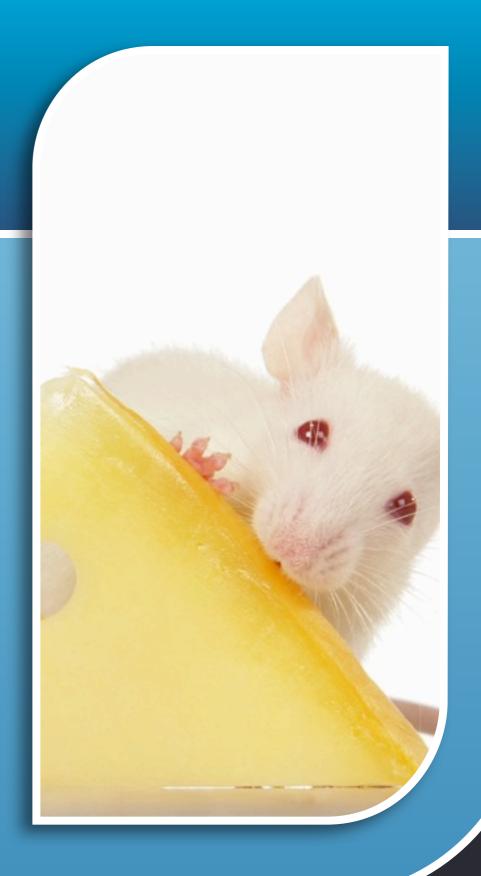
http://groups.google.com/group/cloudstorage

Attend a local alocal alocal

Read Craig Balding's Blog http://www.cloudsecurity.org Read My Blog: http://www.rationalsurvivability.com

## Someone Moved My Cybercheese...

- People who would not ordinarily think about security are doing so
- While we're scrambling to adapt, we're turning over rocks and shining lights in dark crevices
- Sure, Bad Things™ will happen
- But, Really Smart People™ are engaging in meaningful dialog & starting to work on solutions
- You'll find that much of what you have works...perhaps just differently; setting expectations is critical



## IF It All Comes Down To Trust ...



What are we going to differently about who we trust, how and why?

### Thanks

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