



# Security Program at Bell

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Bell Canada



# Agenda

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- I. Security Trends**
- II. Corporate Security Organisation**
- III. Pandemic Planning**
- IV. Security Metrics for Executives**
- V. Telecom Fraud**

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# I. Security Trends

## Economic downturn impacting security trends...

## ...which are also being felt at Bell

- ▶ Fraudulent activities
- ▶ Data leakage
- ▶ Malware on the internet
- ▶ Budget cuts
- ▶ Identity theft
- ▶ New legislation



- ▶ 10% increase in Code of Conduct breaches
- ▶ 3.6% of job candidates are rejected after security investigation
- ▶ Downsizing increased the risk of confidential information leakage
- ▶ 94% of all emails contain SPAM, phishing, spyware, etc.
- ▶ Number of telecommunications and telemarketing fraud victims has increased
- ▶ Workplace violence increase

# Trends that will have an impact on security in 2010

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- ▶ New smart phones
- ▶ Social networks
- ▶ On-line fraud
- ▶ ID theft
- ▶ IP telephony
- ▶ Wireless everywhere
- ▶ Teleworkers
- ▶ Cloud computing
- ▶ Talent retention

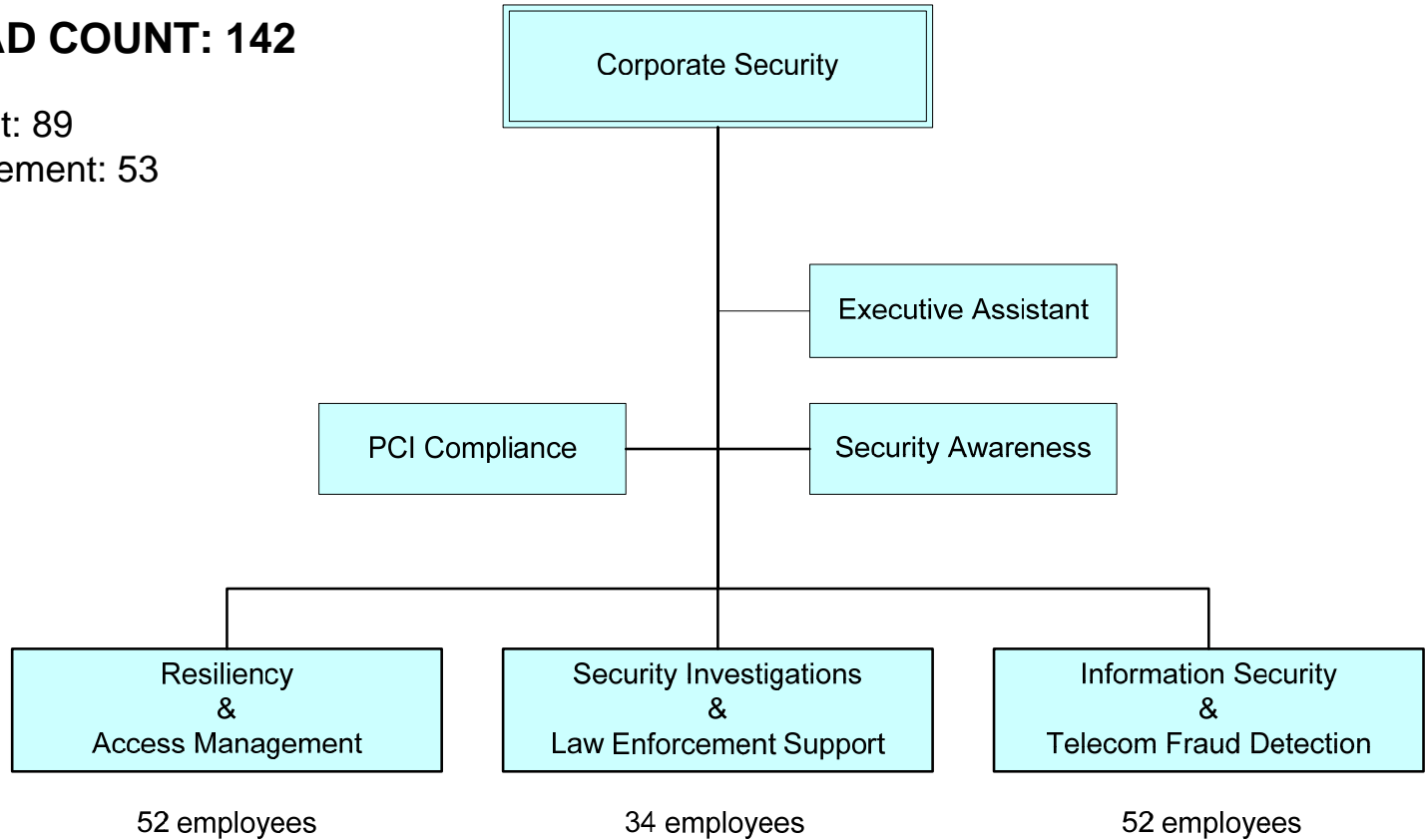
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## II. Corporate Security Organisation

# Structure

## TOTAL HEAD COUNT: 142

- Management: 89
- Non-Management: 53



# The services offered by Bell Corporate Security

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## ▶ **The Corporation**

- Pandemic planning
- Business continuity
- Logical and physical access management
- Physical security
- Security background checks
- Records Management

## ▶ **Our Customers**

- Fraud detection
- Security awareness

## ▶ **Business Units**

- IT Security
- Security compliance audits (e.g., SOX, PCI, SAS 70, etc.)
- E-discovery service

# An optimized security governance in many areas

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| While in most telecom companies...             | ... at Bell                                       |
|------------------------------------------------|---------------------------------------------------|
| Security functions are decentralized           | All security functions are under one VP           |
| Subsidiaries are left on their own             | Line of sight over subsidiaries' security program |
| No access to top executives                    | Quarterly reports to the Audit Committee          |
| Employee/contractor access deactivation delays | Done in a matter of minutes                       |
| Several badges to access buildings             | One company, one badge.                           |

# Our most important asset: our people

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**Bell Corporate Security is a powerhouse of top security professionals:**

- Certified Information Security System Professionals (CISSP)
- Certified Fraud Examiners (CFE)
- Professional Certified Investigator (PCI)
- Certified Protection Professional (CPP)
- Certified Information Security Auditor (CISA)
- Certified Information Security Manager (CISM)
- Certified Business Continuity Professional (CBCP)
- Certified Ethical Hacker (CEH)
- Technical Security Specialist (TSS)
- Personal Protection Specialist (PPS)

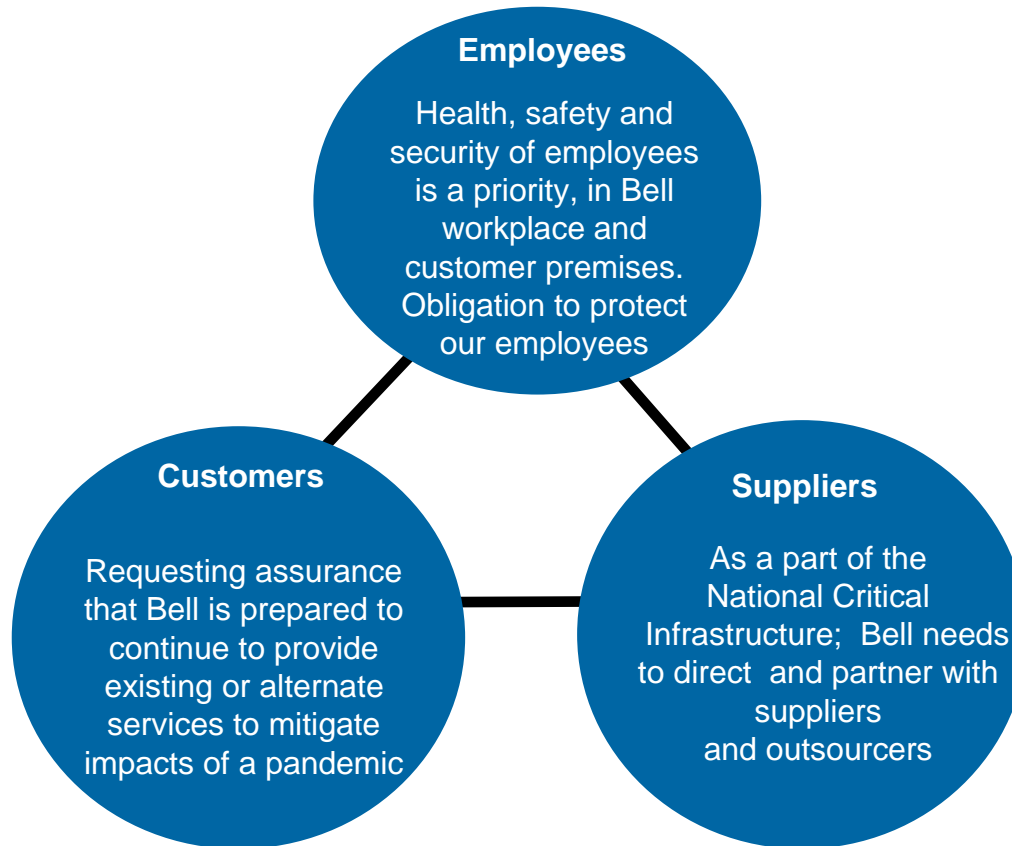
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## III. Pandemic Planning

# Priorities

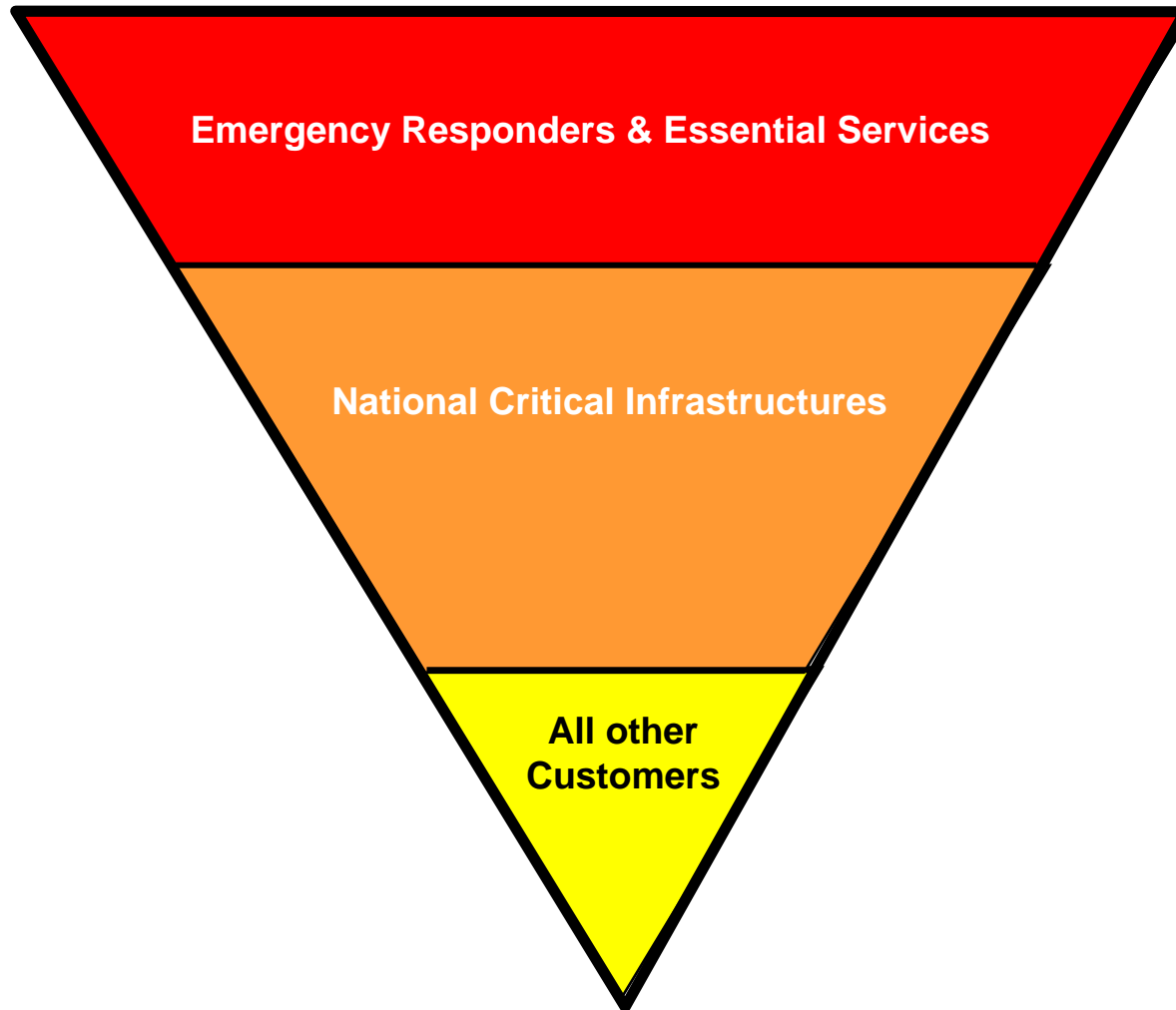
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Plans based on three key stakeholder groups: **Employees, Customers and Suppliers**



# Customer emergency priority levels

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# Pandemic Planning – It's all about team work



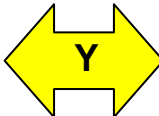
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- Emergency Management Team
- Operations Task Force
- Business Continuity Coordinators
- Corporate Communications
- Health & Safety

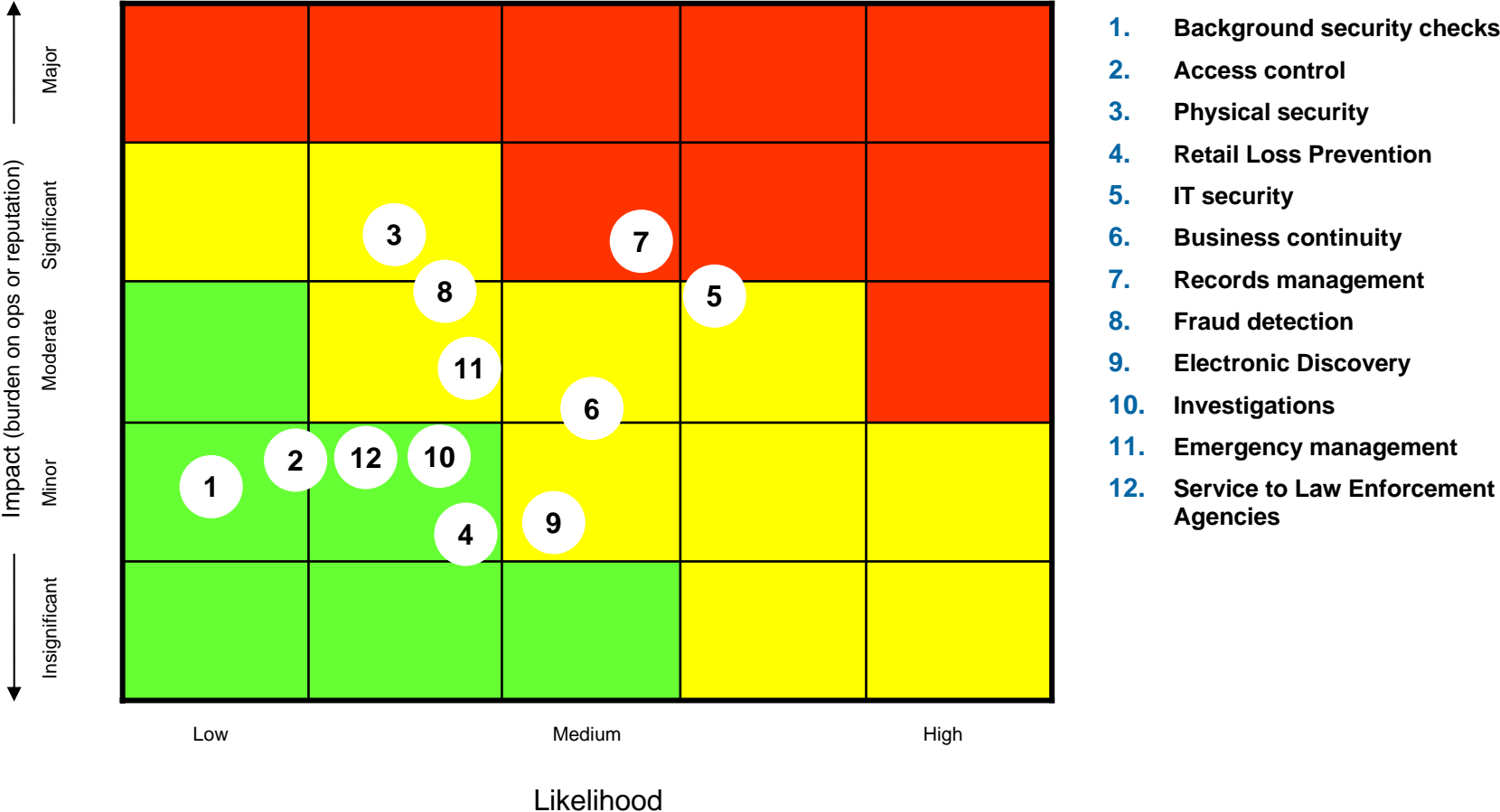
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## **III. Security Metrics for Executives – How we Do it at Bell**

# Security Risk Profile by Program – Fictitious Example

| Program                                                                                                                                                                       | Profile                                                                                                                                                                                                                                                                                                                                                                                 | Risk exposure / Trend                                                                |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
| <p><b>Background Security Checks</b><br/>Background screening for the corporation including Federal and Provincial clearances and Pre-employment and contractor screening</p> | <ul style="list-style-type: none"> <li>As a result of increased governmental controls and contract work awarded to Bell, requests for Federal security clearances increased by 40%.</li> <li>Compliance to background check policy at 98%. Non-compliant groups vary month over month and Corporate Security works with the respective groups to eliminate repeat offenders.</li> </ul> |   |
| <p><b>Access Control</b><br/>Physical and logical access control to Bell buildings and systems across Canada and into the United States</p>                                   | <ul style="list-style-type: none"> <li>Q3 audit controls achieved 100% success ensuring continued compliance for the Management Evaluation Program (SOx, etc)</li> <li>New ID cards being implemented with hologram overlays for increased security</li> </ul>                                                                                                                          |   |
| <p><b>Physical Security</b><br/>Implementation of physical security solutions to ensure protection of employees, network, information, investments and revenues</p>           | <ul style="list-style-type: none"> <li>With increased outsourcing from Field Services and Network, a greater number of contractors need access to medium and small size facilities which are not protected by our centralized electronic access control system.</li> </ul>                                                                                                              |  |

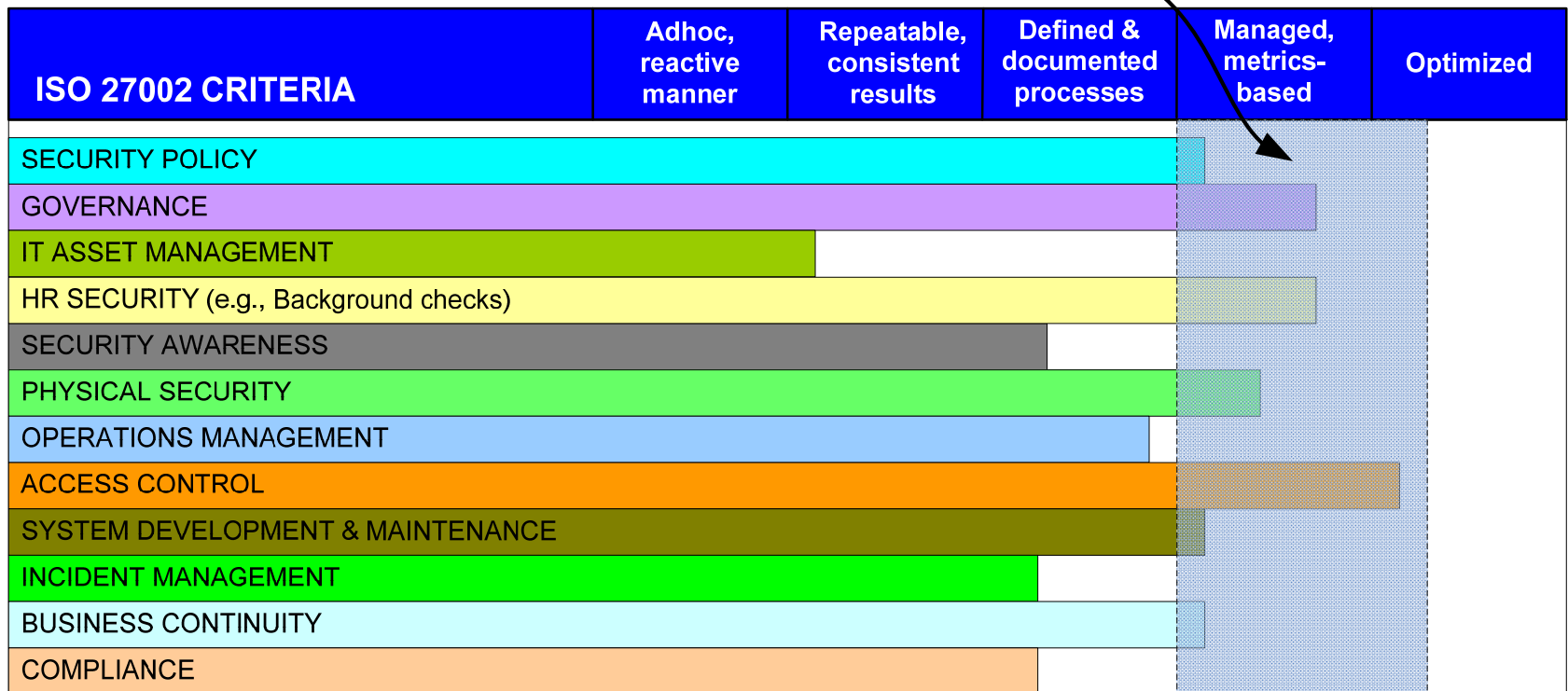
# Risk Map of Security Programs – Fictitious Example



# Security – How do we compare with best practices?

The graph below is another example of security metrics that could also be presented to top executives. The assessment is made against the 12 criteria of ISO 27002 – Code of Practice for Information Security Management.

Desired target



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## IV. Telecommunications Fraud

## What is telecommunications fraud?

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Telecommunications fraud is the use of telecommunications products or services with no intention of payment.

## How bad is it?

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Global loss is estimated at \$72 – 80 billion (USD) per year.

(Based on a 2009 survey conducted by the Communications Fraud Control Association)

## Who typically commits these frauds?

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### Criminal gangs

are increasingly using phone hacking as a way of setting up their own cut-price telephone services which they sell on the black market, from other criminals to illegal immigrants and refugees.

## How do they do it?

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Numerous low-cost products and “how-to instructions” are widely available on the Internet to aid telecommunication fraudsters.

- [Cellular hacking](#)
- [Telephone line hacking](#)
- [Satellite signal hacking](#)



# SATELLITE-TV.INFO

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## Spyware Research

- What is Spyware?
- What is Phishing?
- Request to Reclassify Software

## Related Pages

- Spyware Research Center
- Free Online Spyware Scan
- Knowledge Base
- Affiliate Program

# Telephone hacking software

- [AIO](#)
- [Areacode](#)
- [BASTap](#)
- [Bluebeep](#)
- [Bluebeep 0.10a](#)
- [Bluebeep 1.00](#)
- [BoxTone 1.00 b](#)
- [BreakMachine 0.60](#)
- [C Phreak](#)
- [Calling Card Dialer 1.00](#)
- [Calling Card Number Generator 0.1 b](#)
- [Carrier](#)
- [CellInfo](#)
- [Cellular Manager](#)
- [CID Spoofer 1.2](#)
- [Cisis](#)
- [Code Buster](#)

### Antispyware Software

#### [GhostSurf Platinum](#)

Comprehensive spyware protection (SpyCatcher included) plus anonymous Internet surfing to protect your identity online.

#### [SpyCatcher](#)

Comprehensive spyware protection - detect and remove spyware, rootkits, adware and more.

#### [SpyCatcher Express](#)

Free anti-spyware software

#### [SpyCatcher Enterprise](#)

Enterprise antispyware solutions



## Cell Phone Hacks 3.0

We've upgraded Cell Phone Hacks forum and you are helping make history. Get registered, post, and get involved. We are looking for moderators as well to help make this the greatest website on cell phone hacking.

  Remember Me?

### CellPhoneHacks

Welcome to the CellPhoneHacks.

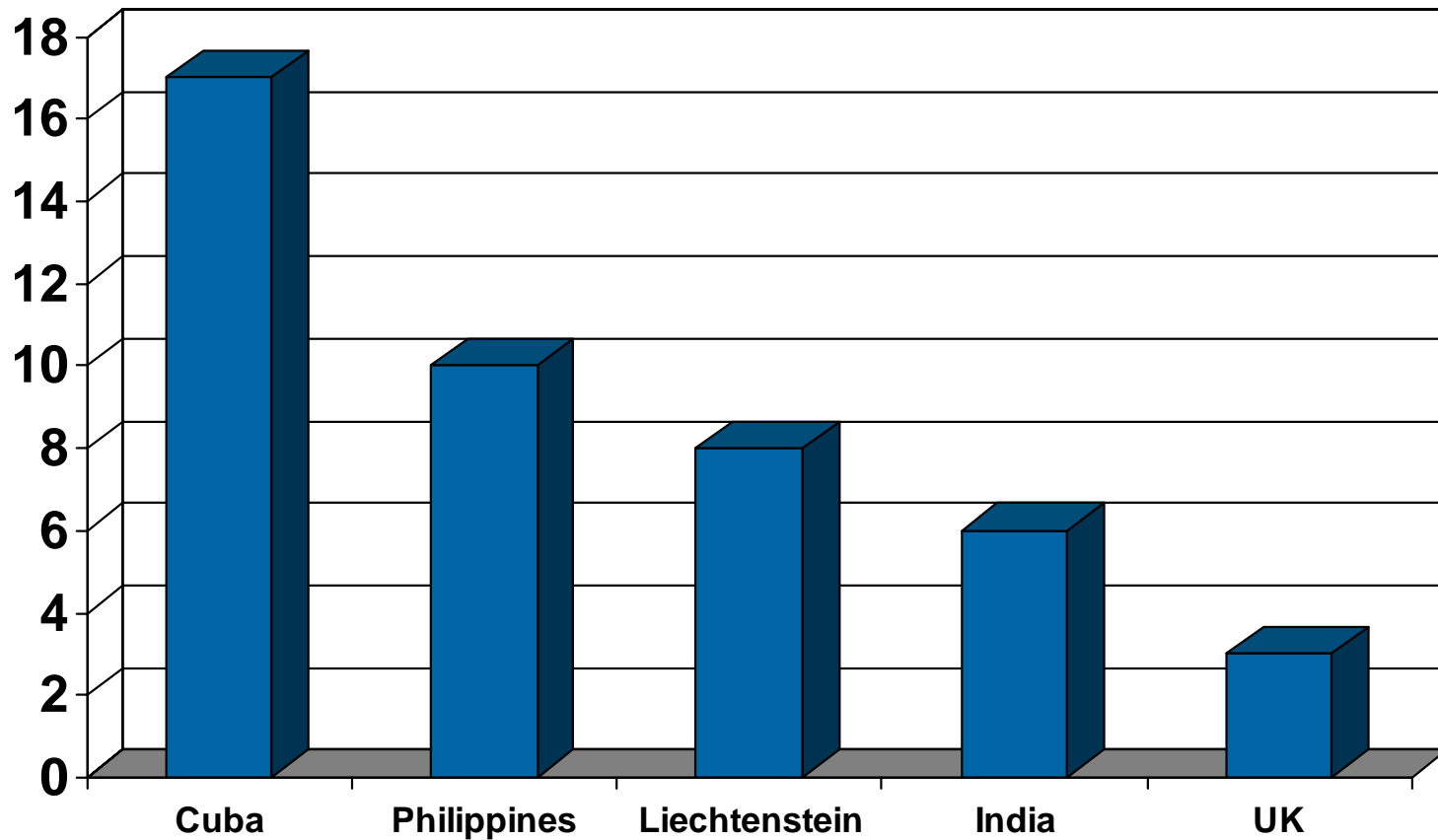
If this is your first visit, be sure to check out the [FAQ](#) by clicking the link above. You may have to **register** before you can post: click the register link above to proceed. To start viewing messages, select the forum that you want to visit from the selection below.

| Forum                                                                              | Last Post                                                                              | Threads | Posts |
|------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------|---------|-------|
| <a href="#">Cell Phone Hacks</a>                                                   |                                                                                        |         |       |
| <b>News/Announcements</b><br>Learn about new features CellPhoneHacks has to offer. | <b>CellPhoneHacks v3.0</b><br>by <a href="#">purplesunrise</a> 07-30-2009 12:39 AM     | 1       | 31    |
| <b>Feedback/Suggestions</b><br>Have a problem? Like what we're doing? Let us know! | <b>my 1st post on my V3m with...</b><br>by <a href="#">D_addy_1</a> Yesterday 06:34 PM | 32      | 91    |
| <a href="#">Manufacturer Discussions</a>                                           |                                                                                        |         |       |

# Top 5 hot spots for toll fraud

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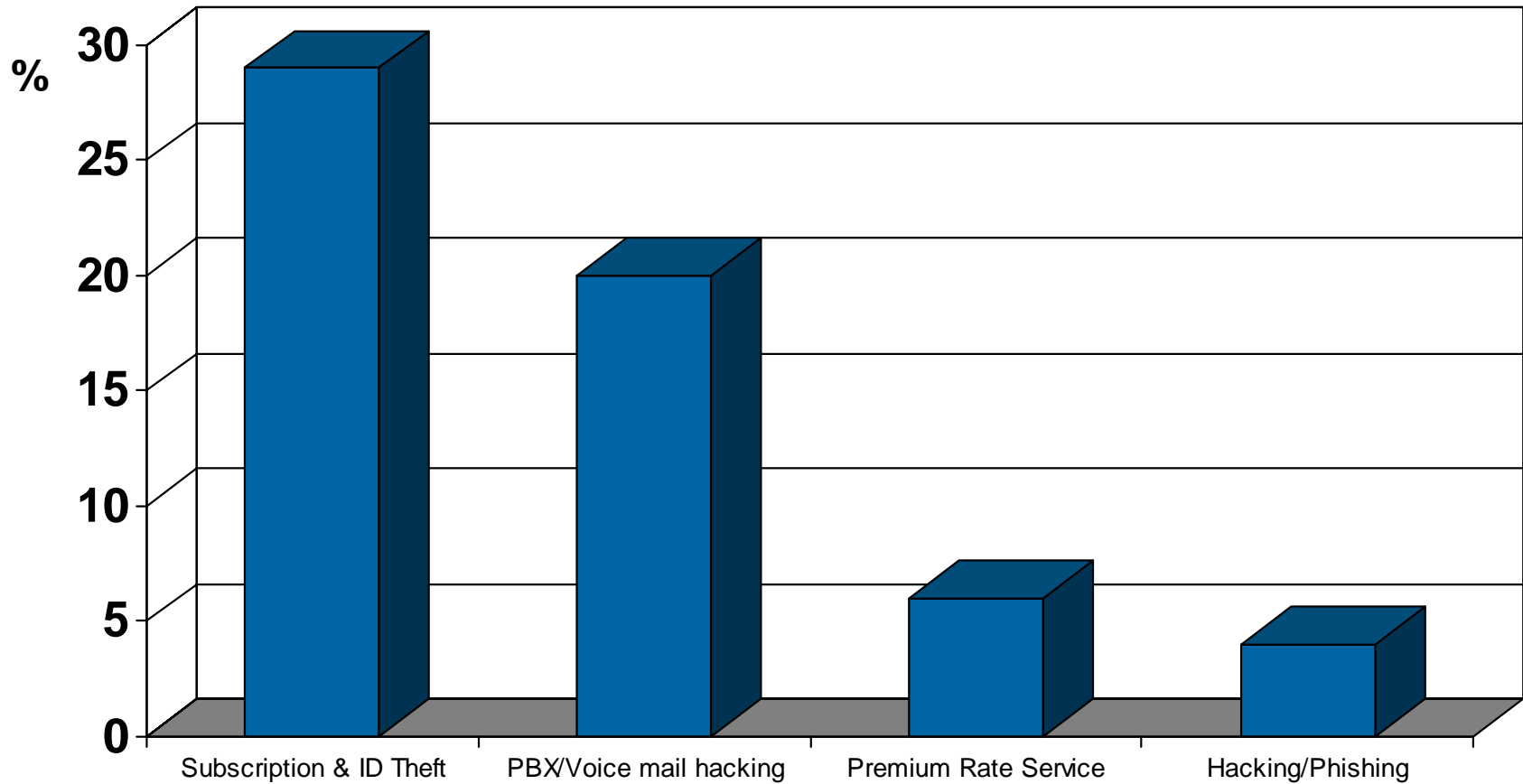
% by destination countries



Source: Communications Fraud Control Association 2009 survey



# Most popular types of fraud



Source: Communications Fraud Control Association 2009 survey



## Example of phishing fraud

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**From:** Bell Canada Customer Service <privacy@bell.ca>  
**To:** Turcotte, Martine (6024498)  
**Sent:** Sun Aug 16 09:18:13 2009  
**Subject:** Privacy Ombudsman



Dear customer,

This e-mail was sent by Bell Canada to notify you that we have temporarily prevented access to your account.

We have reasons to believe that your account may have been accessed by someone else.

**Please verify your details by following the link below :**

**<http://www.bell.ca/account-activation?id=539933>**

© Bell Canada

**( Please do not reply to this e-mail , this account is not monitored. Follow the instructions in the e-mail )**



# Cell phone spyware...

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## FlexiSPY PRO-X - Top Level Symbian Spyphone FLEXISPY PRO X

- Listen in to an active phone call (Call Interception)
- Secretly read SMS, Call Logs, Email, Cell ID and make Spy Calls
- Listen in to the phone surroundings
- PRO-X offers secret GPS tracking
- 100% Undetectable in operation
- BUY NOW, for IMMEDIATE DOWNLOAD

**€250**  
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### FlexiSPY PRO-X - Top Spyphone - GPS Tracking, Call Tapping, Spycalls and more...

SMS messages, call history & other phone data are uploaded directly from the mobile phone to the FlexiSPY server.

All data recieved by FlexiSPY can be accessed 24hours a day, 7 days a week via any computer connected to the internet.



### PRO-X SPYPHONE FEATURES

- Environment Listening ( bugging device)
- GPS and Cell ID Location Tracking
- Call Interception (listen to phone call)
- Email Logging (incoming/outgoing)
- Call History (incoming/outgoing)
- Call Duration (incoming/outgoing)

## What is being said in that phone call?

Where exactly are they? Who else is with them and what are they talking about? Who was that SMS or mobile email from and what did it say? Who was the supposedly wrong number from?

## Prosecuting the fraudsters

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The most difficult problems faced by local prosecutors when combating telecommunications fraud are:

- Time-consuming nature of investigations
- Difficulty in tracing financial transactions/documents
- Technological complexity of crimes
- Identifying location of scammers
- Insufficient staffing
- Lack of expertise

The bottom line: don't expect others to do the job for you!

**Bell will be launching an on-line security awareness program for its customers in 2010**



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# Questions?