

Cybercrime: SME ICT Security Programmes

This report aims to give a snap shot of current activity in the area of SME ICT security programmes. All of the activities listed below loosely collaborate with each other and are working collectively on the SME security strand of the developing E-CDRP.

All of these activities are funded in different ways, which in essence makes it harder to align activities as they need to meet the priorities and performance measures placed on them by the funding bodies. All of these activities are also set against a backdrop of the fact that there is NO current security related business support product in the BSSP programme; however all have at their heart two key fundamental principals:

1. Prevention is better than cure; and
2. Economic development is the driving force and not solely crime prevention

Leading this coordination work for the E-CDRP is possibly the largest UK initiative at present, the Business Crime Reduction Centre.

Business Crime Reduction Centre (BCRC) – Yorkshire and the Humber

BCRC assists SME's in the Yorkshire and Humber region to reduce crime and the fear of crime, both physical and ICT. Following national and regional surveys, BCRC has identified that e-Crime is a barrier to economic growth for the following reasons:

- Fear of e-Crime / e-Crime victimisation is a barrier to ICT adoption
- Information / advice to SMEs needs to be non-technical, easily understood and relevant due to the often minimal availability of ICT specialists within SME's
- Being a victim of crime costs time, money and lost business opportunities.
- SME's do not prioritise ICT security to the extent that non-SME's do

To encourage the use of ICT, educate SME's in best practice and assist businesses to maintain a good standard of ICT security, BCRC are currently providing the following services:-

- Free and impartial premises and ICT security surveys
- Accredited ICT Security training courses
- e-Crime alerts
- Provide free laptop tracking software
- ICT policy development support
- Wireless scanning/monitoring to identify security risks for local businesses using wireless networks
- Business Collaboration Networks (BCN) developed to encourage information sharing and support for best practice

Recent successes for BCRC include:

- A nationally accredited training course for the prevention of e-Crime has been developed and delivered to several Police forces across the UK and also to a number of businesses in the Yorkshire and Humber region. The course provides information in key areas of e-security enabling businesses to gain confidence in the use of ICT.
- A jargon free guide has been created titled 'e-Crime: What your Business Needs to Know', which has been distributed nationally. This was developed in collaboration with the Cyber Security Knowledge Transfer Network to help prevent e-crime against businesses and won

'Best Security Initiative' for BCRC at the Nominet Best Practice Challenge Awards in 2009.

- A stolen laptop was recovered for a South Yorkshire business using a free BCRC laptop tracker.

Through effective information provision, BCRC has improved attitudes towards ICT usage throughout the Yorkshire & Humber region and increased ICT adoption by SME's.

BCRC continues to develop collaborative working relationships with external partners including the Federation of Small Businesses and Business Link to enhance the awareness of e-Crime and develop further services to assist SME's throughout the Yorkshire and Humber Region. Regular SME feedback continues to support the innovation of the BCRC project and also indicates the benefits to regional businesses.

National e-Crime Prevention Centre (NeCPC) – West Midlands

NeCPC is a multi-agency collaborative project led by the School of Computing and IT at the University of Wolverhampton and West Midlands Police. The NeCPC is currently a virtual organisation and a national centre is to be developed, at the University of Wolverhampton's School of Computing and IT's Technology Centre.

The key activity streams of NeCPC are:

- Supporting ACPO e-Crime prevention activities
- Operating e-Crime WARP's – Warning Advice Report Points

NeCPC has identified the need for WARP's which are community based systems (collaboration networks) designed to support ICT users who may have limited resources to protect themselves against the threat of ICT crimes. Supplementary services provided by NeCPC are as follows:

- Provision of a incident reporting system
- A filtered warning system for WARP users
- Trusted sharing service for users to discuss threats and ways to eradicate them
- Advice brokering service for users to improve information security and develop best practices
- Events to present information to recipients needing e-Crime information

The mission of NeCPC is to reduce the negative impact and levels of electronically mediated crime. NeCPC promote learning, knowledge and use of preventative strategies within the United Kingdom and internationally. Currently, a WARP for SME's is being developed to help reduce the risk of e-Crime against businesses in the South West area of England.

e-Crime Wales

e-Crime Wales is a one-stop information service to help protect businesses from the growing threat of internet-related crime.

e-Crime Wales services include:

- Direct advice to support ICT security issues
- e-Crime reporting facility
- News and alerts options to allow users to review the latest e-Crime threats and scams
- Events to promote collaborative working to share best practice in ICT security
- Advisory guidance and industry white papers to assist clients on how to secure their ICT systems and policies

e-Crime Wales has been successful in bringing together businesses and public sector bodies to share knowledge and develop an effective online communication portal to raise e-Crime awareness. Events organised by e-Crime Wales bring together key industry partners to provide information and knowledge on e-Crime to disseminate to businesses.

e-Crime Wales currently focuses on developing working groups and training packages for businesses to advance their ICT security skills. The working groups will engage Police forces, other public sector organisations and ICT professionals to collaborate in providing important e-Crime information to businesses to secure their futures.

Collaboration

Finally, the police e-crime strategy was recently launched and all of the above listed activities link with and contribute to the development of the ACPO e-crime prevention work stream which is part of the ACPO e-crime strategy.