



# South Metro Denver Chamber of Commerce

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Stories and photos submitted by Terry McElhane

## QSE Technologies hosts informative discussion on cyber security with FBI

Marion Jenkins, founder and CEO of QSE Technologies, hosted a most enlightening seminar on Cyber Security at the Chamber Center last week. Guest speaker Special Agent Leslie Kopper, Strategic Partnership Coordinator of the Denver FBI Office, joined Jenkins in presenting a cornucopia of food for thought regarding threats, as well as solutions to digital security.

Kopper, who gives counter-intelligence lectures around the world, began by explaining the two sides of the Federal Bureau of Investigation – investigative role vs. its intelligence-gathering role. The difference lies in whether the threat is criminal or a national security concern. The FBI is also the only intelligence agency with the ability to prosecute criminal acts.

The Strategic Partnership Program is an effort to bring together business, academia and other government agencies to protect the national and economic security of the U.S. through sharing information and reduce cyber vulnerabilities by raising awareness of those vulnerabilities that exist. Kopper said targeted technologies and information is under a constant threat and the FBI relies heavily on the public to assist and pass on relevant information regarding possible threats. The cost of economic espionage to our country is astronomical. The agency estimates that \$500 billion was lost annually since 2008, and in 2010 that number was raised to \$1 trillion annually.

Trade secrets fall under this umbrella and are defined as any item or information, tangible or intangible with an inherent value whose loss would be a serious detriment to the company. For prosecution, the company must provide for reasonable protection of the proprietary object or data and the culprit must knowingly perform targeting acquisition of information or trade secrets that benefit anyone other than original owner.

The agent asked the business leaders to *BE AWARE* (a term which was used repeatedly) of technologies and information that may be targeted by internal, as well as exter-



FBI Special Agent Leslie Kopper and Marion Jenkins, CEO of QSE Technologies, enlighten a group of business leaders during a discussion on cyber security.

nal organizations. Lists such as the Critical Infrastructure Technologies and Military Critical Technologies are constantly being compiled and updated by the FBI and other federal agencies. She said often dual-use technologies are sought after and for businesses to watch for unusual requests, purchases for unintended use or buyers asking the wrong questions regarding these items. She stressed the fact these items don't necessarily need to be classified to be used for nefarious purposes and often the difference between unclassified and classified weapon technologies is the application of the technologies.

Infiltration and the gathering of data can be accomplished wittingly or unwittingly via unsolicited email requests, Internet traffic monitoring, electronic gear charging stations, stolen mobile equipment, "honey-pot" traps using attractive members of the opposite sex, contacts at international conferences or symposiums, attempted business acquisitions and social media, to name a few. Her No. 1 rule was to never carry any critical or proprietary information on portable devices at any time.

Kopper suggested that business leaders in any field that has trade secrets or critical data to protect and evaluate their product lines, perform counter-intelligence vulnerability evaluations, put physical protections in place, perform on-going employee security training, confine intellectual knowledge and report suspicious activities to the FBI.

After Kopper's presentation, Jenkins presented further evidence that technology theft is alive and well in today's world. He began with a brief history of the growth of today's Internet stating that it began in 1969 with only 4 hosts – all institutes of higher learning. Ten years later there were only 11 linked computers and in 1989 the number had grown to 100,000. Today there are 200 billion Internet users around the world.

Jenkins stressed the fact that developing countries, especially Brazil, Russia, India and China, have an extremely high Internet use growth rate, as well as the likelihood those countries will dominate Internet use in the near future. Another aspect of this phenomenon is the growth of the use of English in these countries (the *India Times* is the world's largest English-speaking newspaper) and the development of cheap computers (a company in India has developed a \$35 computer).

"Everything you use to expose your business – exposes your business to the world and the dangers of the Internet," he said.

He cited instances of unintended acts of leaking information via social networking and reiterated the fact that not everyone online is a friend.

The IT expert gave examples of specific email threats including hoaxes ("...SEND THIS TO EVERYONE YOU KNOW...") which he also termed digital graffiti, spam, malware, spyware, phishing and denial of service attacks where

a small piece of software is downloaded and uses your system, along with thousands of other systems, to crash a specific server. This last one can lead to your computer or server being blacklisted causing serious consequences.

He listed his "Dirty Thirty" vulnerabilities, which include deficient data backup procedures, critical data stored on mobile devices, out of date systems (XP, Server 2003), lack of software patches and security updates, user installed software (downloaded), reliance on cloud ASP ISP software, unsecured WIFI, lack of a hardware firewall, sneaker net, email net, do-it-yourself IT, weak usernames and passwords, using default settings, and lack of proper antivirus security software. He also emphasized the use of HIPPA secu-

riety and privacy rules which can be applied to any business seeking to be secure.

In closing, Jenkins gave his recommendations for companies to follow: Recognize that the biggest risks to your security are internal, perform a thorough threat assessment, develop an acceptable employee use policy and security training, make sure the policy includes use of social media both in and outside of work, and use data-destruction services for every digital piece of equipment you dispose of.

The group departed more prepared to deal with the digital world. More information on this important topic can be found on the FBI's collaborative website at [www.InfraGard.org](http://www.InfraGard.org) or on the QSE Technologies website at [www.qsetechnologies.com](http://www.qsetechnologies.com).



## EVENTS calendar

For a complete calendar of South Metro Denver Chamber of Commerce events or more information, visit our web site at [www.bestchamber.com](http://www.bestchamber.com) or call 303-795-0142.

**Thursday, Nov. 10, 11:30 a.m.**  
HYPE Business Empowerment Group  
The Chamber Center,  
2154 E. Commons Ave., Suite 342, Centennial

**Thursday, Nov. 10, 3:30 p.m.**  
Women in Leadership with Guest Speaker  
Jaclyn Kostner  
The Chamber Center

**Friday, Nov. 11, 3 p.m.**  
Greater Littleton Youth Initiative  
The Chamber Center

**Friday, Nov. 11, 4 p.m.**  
Wild Blue Boutique Grand Opening  
& Ribbon Cutting  
4940 S. Yosemite St., Unit E4,  
Greenwood Village

**Friday, Nov. 11, 5:30 p.m.**  
Celebrate the Grand Opening of the  
Penalty Box at the Edge Ice Arena  
6623 S. Ward St., Littleton

**Tuesday, Nov. 15, noon**  
Centennial Business Coalition  
Business Luncheon  
The Chamber Center

**Wednesday, Nov. 16, 7:30 a.m.**  
Cultural Business Alliance Hosts Denver  
Mayor Michael Hancock  
The Chamber Center

**Wednesday, Nov. 16, 4:30 p.m.**  
Ken Caryl Business Coalition Resource Group  
Securisyn Medical, 9150 Commerce Center  
Circle, Ste. 135, Highlands Ranch

**Wednesday, Nov. 16, 5 p.m.**  
Creativity Meets Business at  
the Streets at SouthGlenn  
The Chamber Center

**Thursday, Nov. 17, 4 p.m.**  
Meetup for Profit: Building Business  
with Social Media  
The Chamber Center

**Friday, Nov. 18, 10 a.m.**  
Renewable Energy Taskforce  
The Chamber Center

**Friday, Nov. 18, 3 p.m.**  
Presidents Leadership Forum with Ken  
Bacon, CEO of Littleton Adventist Hospital  
The Chamber Center