European Journal of Privacy Law & Technologies

2018/1



G. Giappichelli Editore

European Journal of Privacy Law & Technologies

Directed by Lucilla Gatt

2018/1

G. Giappichelli Editore

European Journal of Privacy Law & Technologies
On line journal
Italian R.O.C. n. 25223

G. GIAPPICHELLI EDITORE - TORINO
VIA PO, 21 - TEL. 011-81.53.111 - FAX 011-81.25.100
http://www.giappichelli.it



The Journal is one of the results of the European project TAtoDPR (Training Activities to Implement the Data Protection Reform) that has received funding from the European Union's within the REC (Rights, Equality and Citizenship) Programme, under Grant Agreement No. 769191.

The contents of this Journal represent the views of the author only and are his/her sole responsibility. The European Commission does not accept any responsibility for use that may be made of the information it contains.

Published online by G. Giappichelli in October 2019
www.ejplt.tatodpr.eu

Challenge Title: Responding to and preventing Hackers	
Use Case Author	Andrew Morris, Martin Maguire, Nathan Stuttard Loughborough University
Topic	Behavioural Area: Human behaviour and security
Overview	You are the legal Ombudsman for Spearman Softman, a reputable Law firm. It has been reported to you that a serious breach of data has occurred. A solicitor's computer has been hacked, and a file stolen containing information pertinent to a case. This was leaked to a newspaper which compromises the legal case. This file contained the name and address of the defendant, as well as biometric information. You have been tasked with carrying out an investigation into the cause of this data breach. You must explore the behavioural antecedents which contributed to the breach. To do this, you must explore the motivation and causes for the breach whether accidentally due to mistakes by an employee or on purpose if targeted deliberately by a hacker.
1. Engage	
Big idea	A solicitor's file containing a defendant's details has been stolen by hackers One word or sentence about the challenge.
Essential Question	How should the solicitors of Spearman softman act to deal with the data breach and prevent major data breaches from happening in the future? The big capstone question summarising the challenge.
Initial resources	A few of this web articles may provide context. https://handbook.deeson.co.uk/company-policies/computer-usage-and- security-policy/ https://info.idagent.com/blog/63-of-data-breaches-result-from-weak-or- stolen-passwords https://www.itgovernance.co.uk/blog/4-of-the-5-top-causes-of-data- breaches-are-because-of-human-or-process-error/ https://www.computerweekly.com/news/450425184/Security- professionals-name-top-causes-of-breaches

	Any initial resources that students might use to contextualise the challenge – a video or small reading exercise for example. This should not run into the investigation stage.
Guiding Questions	• How would you go about investigating the breach? • Which members of staff would you involve in the investigation? • What do you think caused the breach? • How would you ensure that such a data breach cannot happen in future? • What other actions would you need to take? e.g. reporting the event, making a public statement. Undertake a 'situation room' or 'briefing room' exercise with the students. They are your team. Encourage them to brainstorm to develop a list of questions which break the challenge down into its constituent elements and manageable sections. And to put these in an order. --- Use this space to show how you will do this and leave space for the students to complete the questions. This box should be completed as a team by the students.
Reflections	Once the students have done this, encourage them to reflect on how well this exercise worked. How well do the questions reflect the challenge? How could a similar situation be tackled more effectively in the future? Use this space to record individual reflections on the process.
Other notes	*!*
2. Investigate	
Activity Description	Encourage students to map out a process of investigation for answering the questions above.
Resources	List any reading, web or video resources here that you think would be good to 'get the students going'. https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/principles/storage-limitation/ https://www.kaspersky.com/blog/the-human-factor-in-it-security/

	Other resources will include printed statements from people involved for analysis as part of the investigation. The stories in the statements may not match completely so the students will need to work out how to resolve the information. Other items could include the IT reports showing the pattern of passwords over time, to identify if weaker passwords are being used, and by whom. Alternatively a password could have been written on a "post-it" note, though you cannot be sure of this. Searching through the following journals and databases may also help: Behaviour and Information Technology, Information and Management, Science Direct, Scopus, Taylor and Francis, Journal of Business Research and Computers and Security. Using multiple keyword combinations will assist with this. ---- Encourage students to collect and use resources to help them to address the question.
Synthesis	The final product of this exercise should be a PowerPoint presentation to synthesise the students findings towards the problem. This should include a title and recommendations page. Establish a task – eg. A presentation, report, essay, video, briefing etc that students should produce to synthesise their answer to the questions. --- Encourage students to summarise their answer.
Reflections	Students to provide a reflection on the process.
Other notes	
3. Act	
Solution Prototypes	Each group will provide a classroom style briefing to fellow students to explain the process and outcome of their investigations, and to disseminate the implications which flow from this. This briefing will include information on the following: (6) The nature and cause of the breach (7) The implications and how they will be handled (8) The nature of the investigation, e.g. the measures used to reach the conclusion

	(9) Recommendations to the managing Partner of the firm (10) Response to the client and perhaps a public statement (11) Reporting of breach to an authorised body The recommendations provided should be based on a behavioural rationale and should aim to improve attitudes to data security and awareness of the implications of data breaches. Provide the students with a format for presenting their solutions to the problem. This might be a report template, a real world simulated scenario – e.g. a briefing to a client or senior managers in an organisation.
Solution	Please indicate the key recommendations to the university management Here.
Implementation plan	Please provide a plan for the implementation of the project.
Evaluate	Please address the following questions: 1. What are the key challenges for your organisation in implementing the plan you identified? 2. What were the strengths and weaknesses of your overall approach to the challenge? 3. Were there any changes that could be made to the company Policy? What did you learn from this whole process?
Other notes	
4. Reflection and documentation	
Case notes	Gather class feedback from students about their experience in attending the class and conducting the exercise. If you were to run this challenge again with a group of learners, how would you change it?