28th ANNUAL FIRST CONFERENCE

SEOUL

JUNE 12 - 17, 2016

GETTING TO THE SOUL OF INCIDENT RESPONSE

Debugging the Decade: 10 years of Product Incident Response at Adobe

David Lenoe – Director, Product & Services Security

Tom Cignarella – Director, Security Coordination Center

28th ANNUAL FIRST CONFERENCE SEOUL JUNE 12 - 17, 2016

Intro

Dave

PSIRT & ASSET

Tom Cignarella

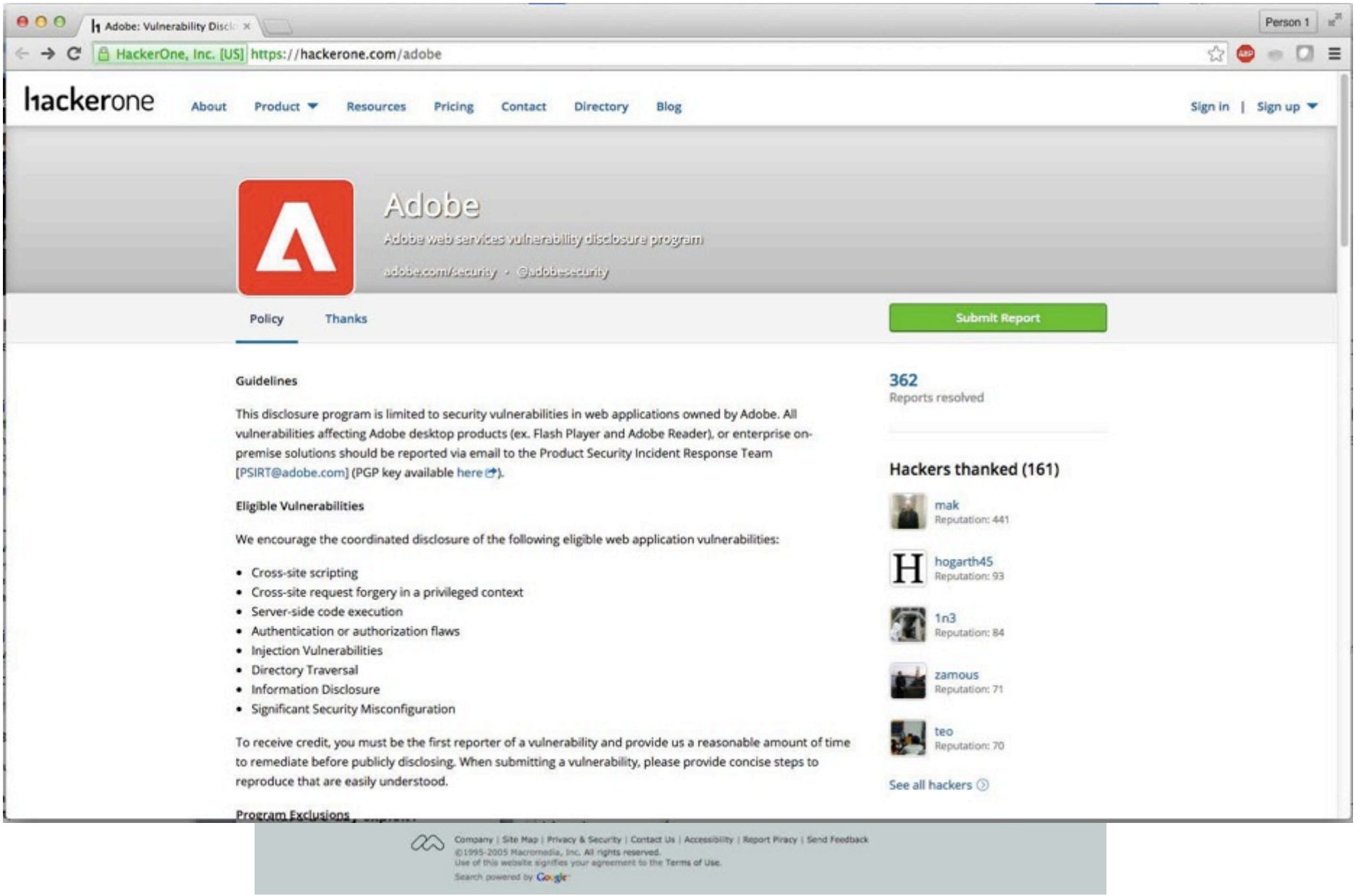
Security Coordination Center
aka CERT

Security Monitoring (SOC)
Incident Response (IR)

Background

10 years of ASSET

(Not ASSES)


Adobe: Vulnerability Disclo
Person 1
HackerOne, Inc. [US] https://hackerone.com/adobe
hackerone
About
Product
Resources
Pricing
Contact
Directory
Blog
Sign in | Sign up
Adobe
Adobe web services vulnerability disclosure program
adobe.com/security • @adobesecurity
Policy
Thanks
Submit Report
Guidelines
This disclosure program is limited to security vulnerabilities in web applications owned by Adobe. All vulnerabilities affecting Adobe desktop products (ex. Flash Player and Adobe Reader), or enterprise on-premise solutions should be reported via email to the Product Security Incident Response Team [PSIRT@adobe.com] (PGP key available here).
Eligible Vulnerabilities
We encourage the coordinated disclosure of the following eligible web application vulnerabilities:
Cross-site scripting
Cross-site request forgery in a privileged context
Server-side code execution
Authentication or authorization flaws
Injection Vulnerabilities
Directory Traversal
Information Disclosure
Significant Security Misconfiguration
To receive credit, you must be the first reporter of a vulnerability and provide us a reasonable amount of time to remediate before publicly disclosing. When submitting a vulnerability, please provide concise steps to reproduce that are easily understood.
Program Exclusions
362
Reports resolved
Hackers thanked (161)
mak
Reputation: 441
hogarth45
Reputation: 93
1n3
Reputation: 84
zamous
Reputation: 71
teo
Reputation: 70
See all hackers
Company | Site Map | Privacy & Security | Contact Us | Accessibility | Report Piracy | Send Feedback
©1995-2005 Macromedia, Inc. All rights reserved.
Use of this website signifies your agreement to the Terms of Use.
Search powered by Google

What's a 0-day exploit?

Adobe Reader JBIG2 vulnerability - 2008

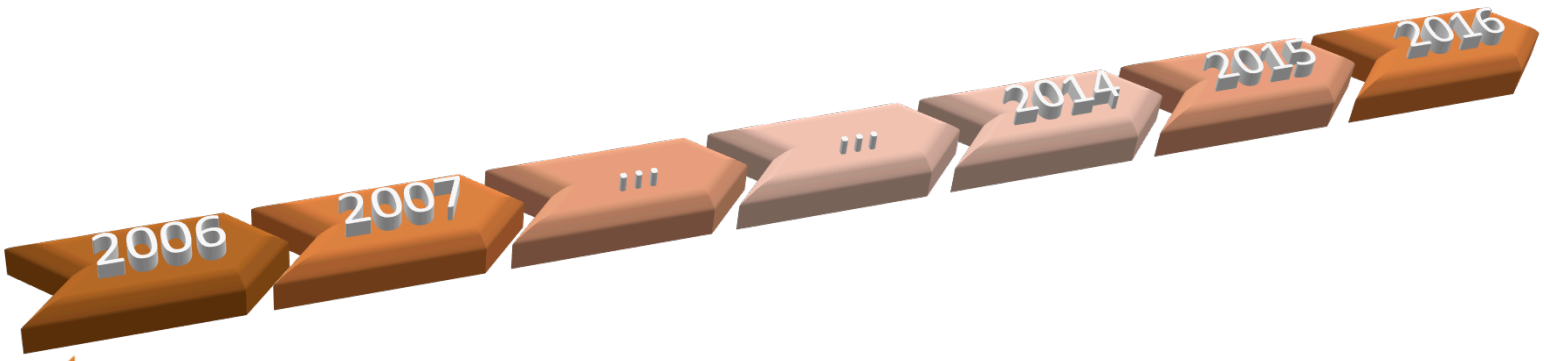
JBIG2 vs. HackingTeam timeline

- JBIG 0-day – 2009
- HackingTeam 0-day – 2015

23X Faster

Lessons Learned

Over the past 10 years there are several lessons learned that we'd like to share with you…



VS.

Lesson 1: Patching is painful

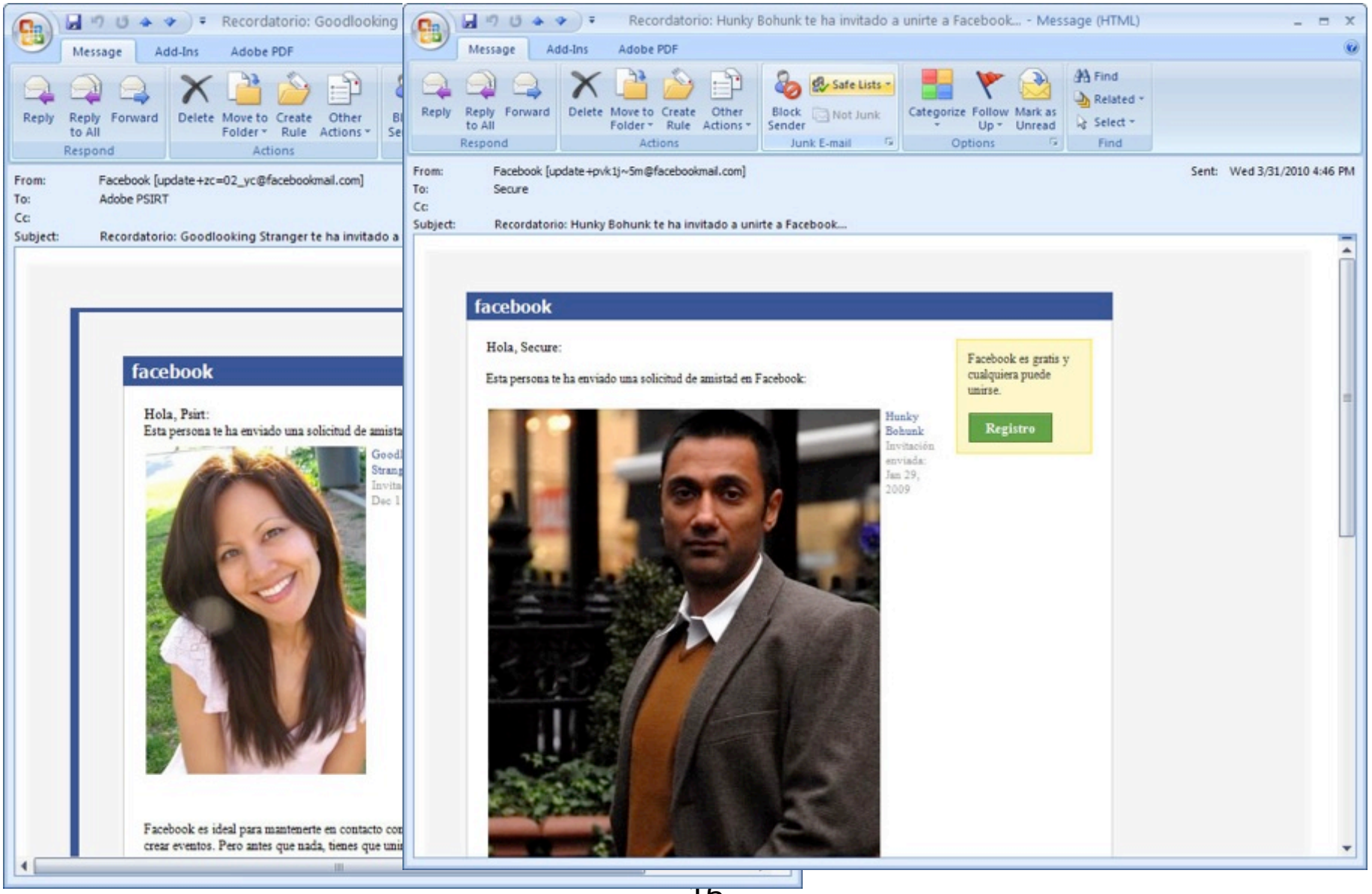
Patching is painful – Pro Tip

- Be prepared!
  - Have a plan in place
  - Test it out
  - Push the limits

Lesson 2: Highlight on Hygiene

Lesson 3: Spotting the Signal in the Noise

Lesson 3: Spotting the Signal in the Noise

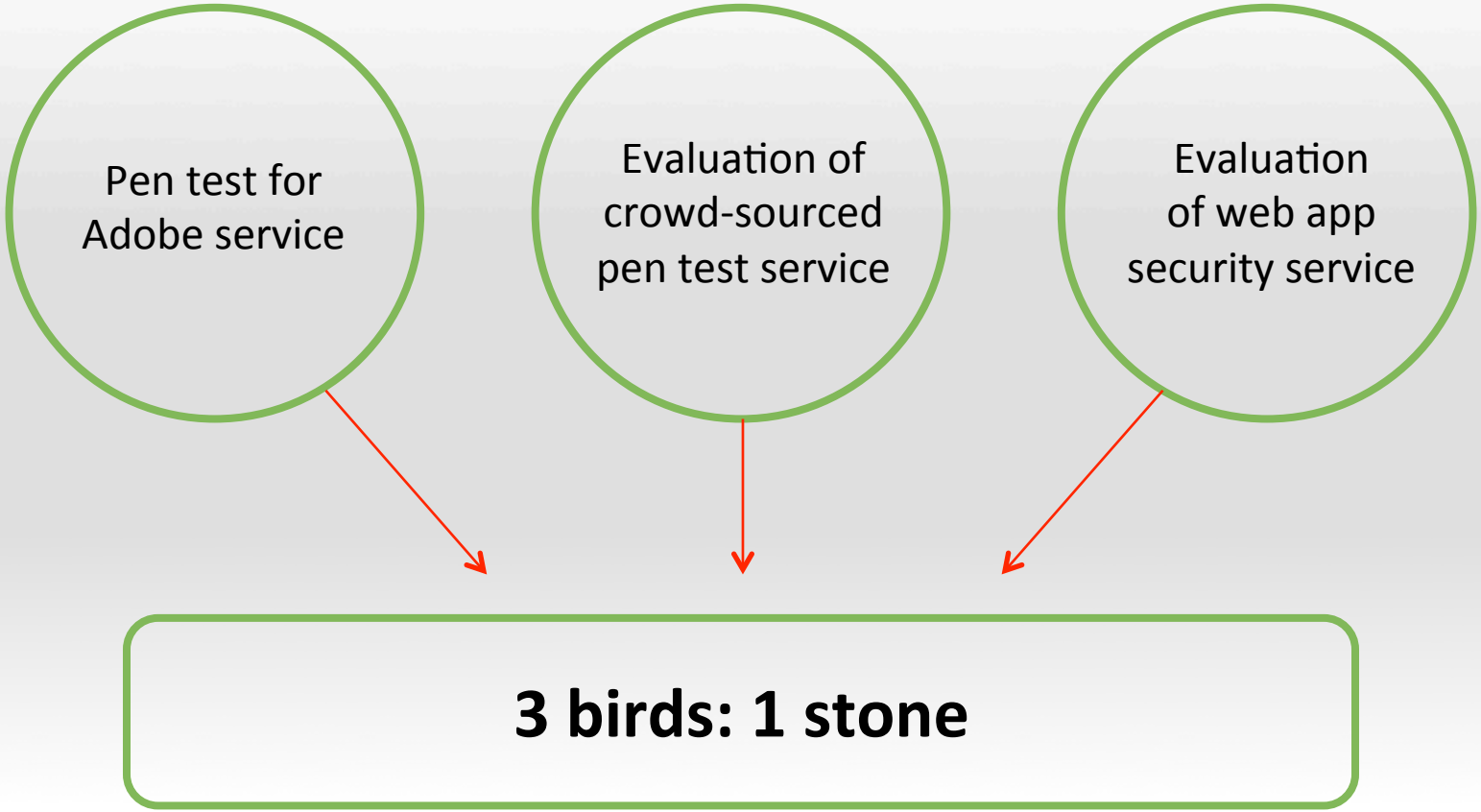


Spotting the Signal in the Noise – Pro Tip

- Shift your perspective
  - Doesn't have to be trolling through logs
  - Anomaly detection
  - Focus on chatter outside the firewall

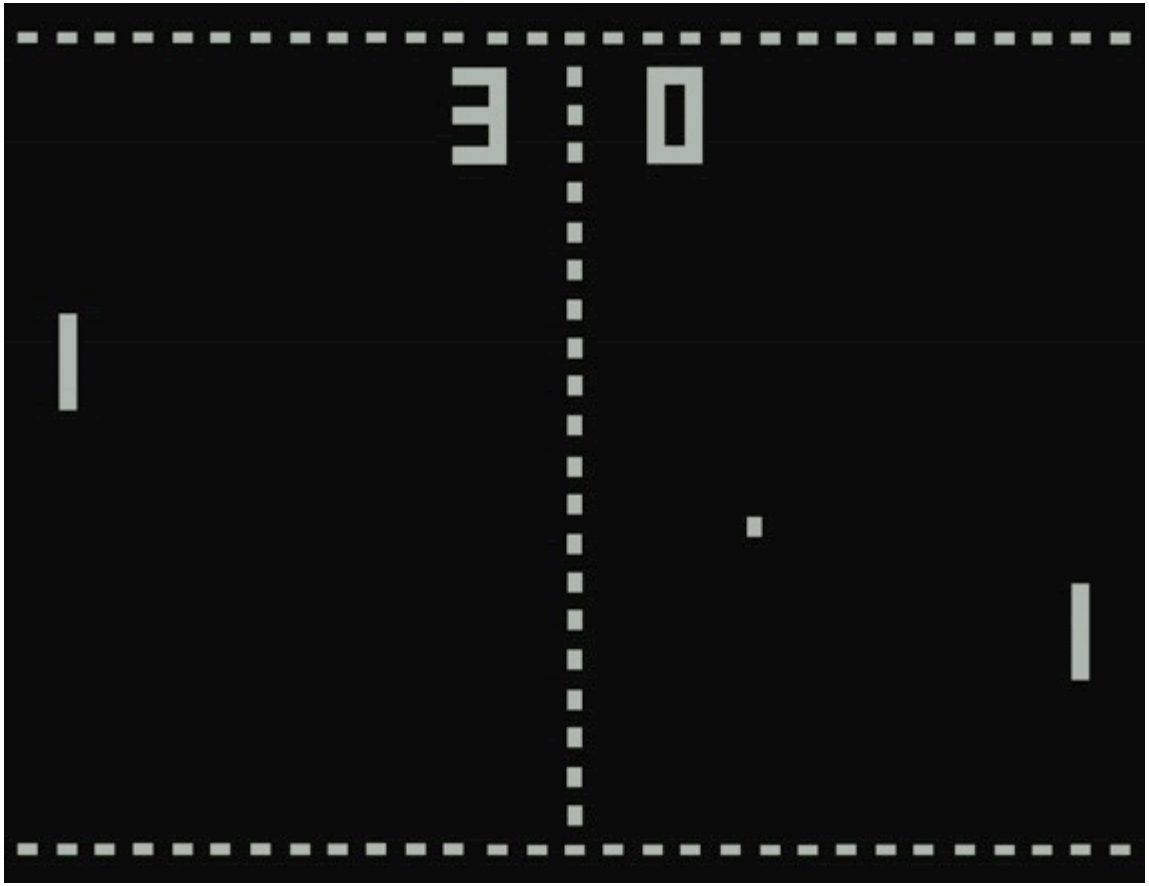
Lesson 4: Cultivate Your Community

Lesson 4: Cultivate Your Community



Cultivate Your Community – Pro Tip

- Shall we play a game?
  - Gamify!
- Talk to your Frenemies
  - All in this together

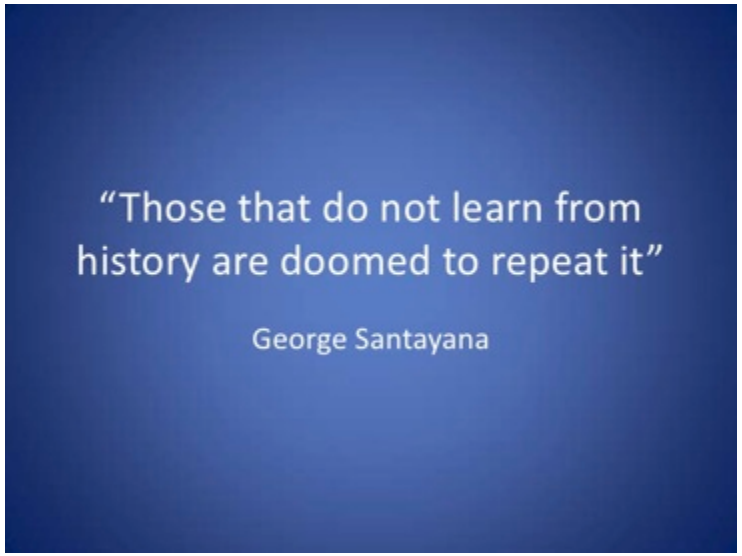


Lesson 5: Silos are Suboptimal

Lesson 6: Good Hiring

Lesson 7: Keeping an even keel

Lesson 8 - Post-mortems rule



Lesson 9: Don’t take it personally

Lesson 10: Never waste a crisis

"People only accept change when they are faced with necessity and only recognize necessity when a crisis is upon them."

— Jean Monet

Lesson 11: PSIRT versus CERT ?

- PSIRT – Has deeper hooks into the dev community
- PSIRT – more externally facing
- CERT – starting to be become more externally facing (threat intel)
- Communication is key for both
  - PSIRT to researchers
  - CERT to internal stakeholders and eventually customers

Lesson 11: PSIRT AND CERT

Lesson Summary

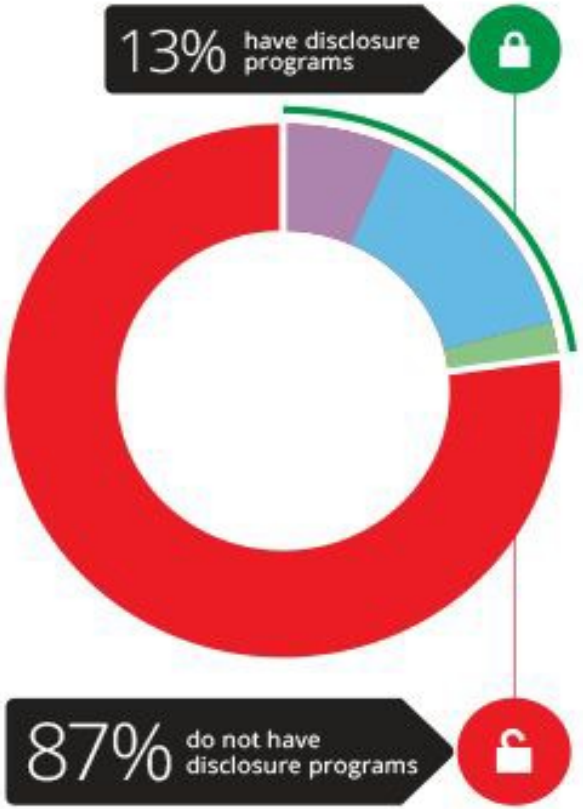
1. Master patching
2. Have good hygiene
3. Control the signal to noise ratio
4. Cultivate the community
5. Tear down those silos
6. Careful with every person you hire
7. Remain calm
8. Learn from your mistakes
9. It’s not about you
10. Never waste a crisis
11. PSIRT and CERT must work together

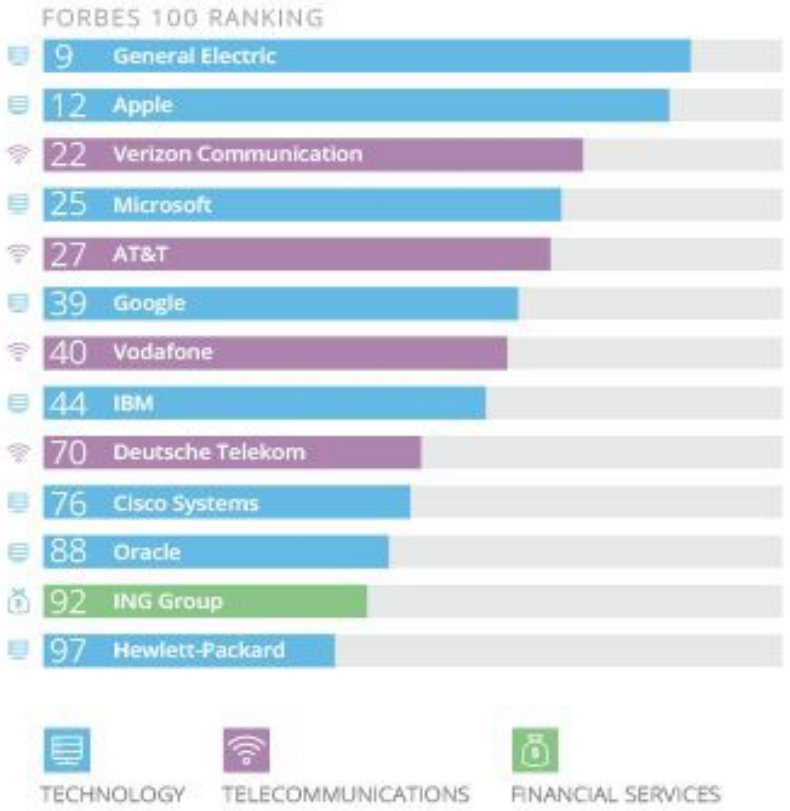
Bonus Lesson: Always keep an eye on the future…

Everything is connected

Forbes 100 Companies with Vulnerability Disclosure Programs

hackerone

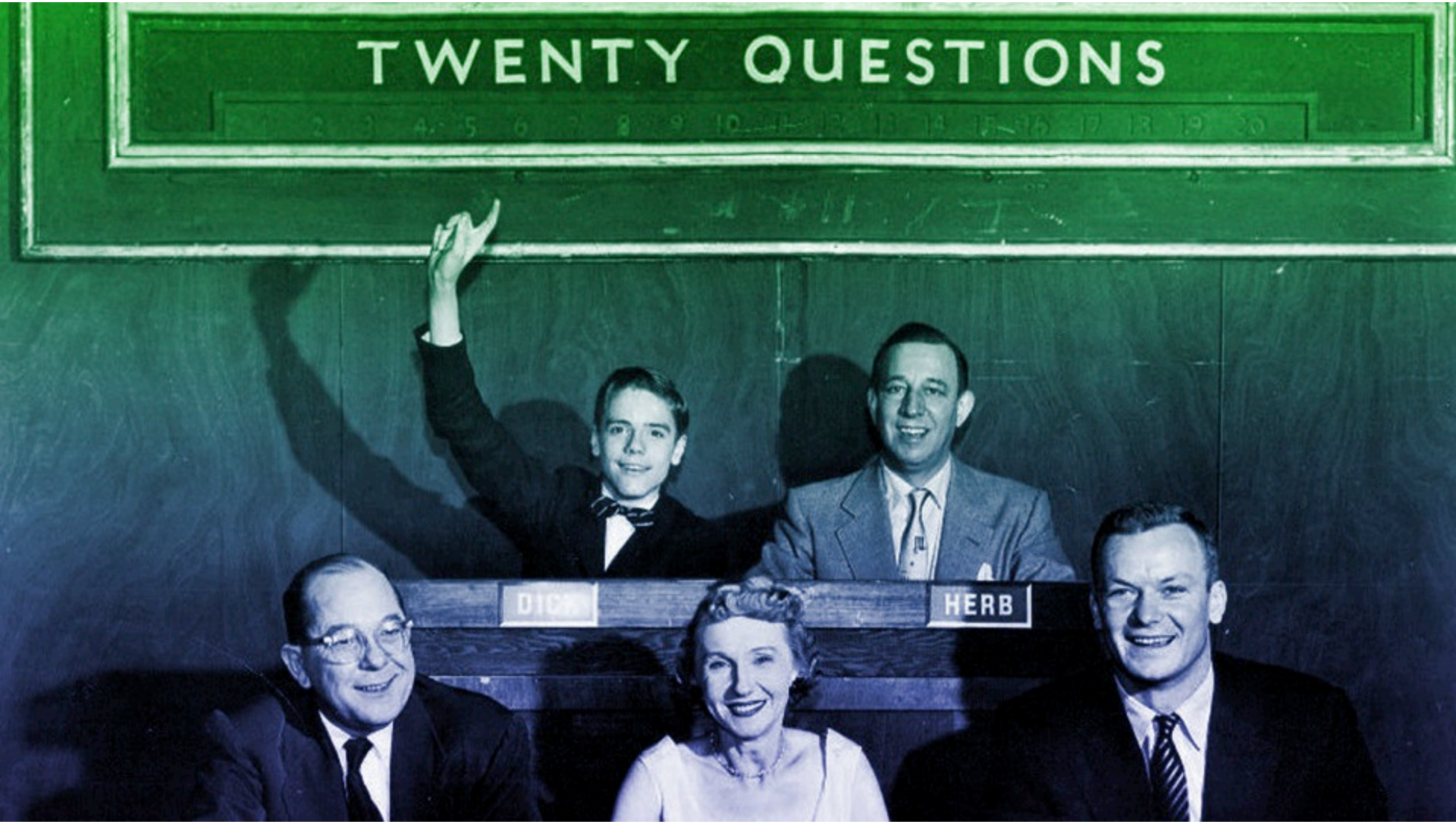




94% of the companies in the Forbes Global 2000 do NOT have a known vulnerability disclosure program.

"Have an effective process to receive and address security vulnerability reports. Consider an effective channel (for example, **security@**yourcompany.com) for receiving reports for your security staff."

- *Lessons learned from FTC cases*. FTC, June 2015


TWENTY QUESTIONS
DICK
HERB


Thank
You
Merci
Gracias
Danke
Spacibo
Hvala
Arigatô
KamSahHamnida
TerimaKasih
Mèsi
Xièxie
Takk
aDank
Grazie
Chokrane
Kiitos
Dziakuju
BarakAllahuFiik
ThintKo
Buznyg
Blagodaram
Rahmat
Matondo
Mercé
Taiku
Dakujem
Gràcies
Faleminderit
Efharisto
NajisTuke
Grandmercé
Nirringrazzjak
Bayarlalaa
Obrigado
Salamat
Saha
Multumesc
CámOn
Gracie
KopKhunKha
GratiasAgo
Motashakkeram
Tak
Sagolun
Dankie
Ačiū
TänanVäga
Chnorakaloutioun
GratiasAgimus
Barkal
Mauruuru
Tenki
Tanemirt
Aabhar
Gratzias
Grazzi
Murakoze
Köszönöm
TapadhLeat
WaadMahadsantahay
Dhanyavaad

Instruction Slide

- Please **do not delete** the title slide.
- You are **not required** to use this template.
- You are welcome to include your organization's logo/ brand on the presentation title page.
- You are also welcome to adjust the location of your logo as long as it does not overlap/touch the FIRST logo.
- Your slides must be reviewed prior to your presentation by the FIRST Program Chair and Committee.