

Best Practice Submission Form

1. What type of best practice is this? (type an X next to your choice)

Chapter Created Workshop/ Event: Cyber Security is Good Business

2. Please provide a brief description of the best practice:

SCORE Northshore #707 is offering Cyber Security workshops during Small Business Week in May. They have partnered with the SBA, NIST, and InfraGard to offer the 4-hour workshop on multiple dates in a variety of locations across South Louisiana.

These workshops will provide much needed information on cyber security for the small business owner and with multiple dates and times available, will ensure maximum reach and exposure to build awareness of SCORE and partner services.

3. When did you begin using this best practice? How long have you been using it?

Start Date: 5/21/12 End Date: 5/25/12 (Date of last workshop)

4. What did you hope to achieve (goal)? Were there specific challenges or opportunities that served as your motivation?

Goal: Provide critical and helpful technology information to clients.

Opportunity/ Challenge: Attract new clients, help build relationship with existing clients; Build new partnerships; establish SCORE as trusted resource for current business information.

5. Can you provide a sample or description?

The NIST Computer Security Division has developed the workshop to help the small business owner increase information system security. Clients will learn how to define information security (IS) for their organizations; hear examples of common types of threats and understand how to determine the extent to which their organizations should proactively address threats; learn common best practices and procedures to operate more securely; hear a basic explanation of current technologies used in reducing IS vulnerabilities and learn of resources freely available to their organizations.

Here is the workshop description:

What do a business's invoices have in common with e-mail? If both are done on the same computer, the business owner may want to think more about computer security. Information-payroll records, proprietary information, client or employee data-is essential to a business's success. A computer failure or other system breach could cost a business anything from its reputation to damages and recovery costs. The small business owner who recognizes the threat of computer crime and takes steps to deter inappropriate activities is less likely to become a victim. The vulnerability of any one small business may not seem significant to many other than the owner and employees of that business. However, over 27 million U.S. businesses-over 95 percent of all U.S. businesses-are small and medium-size businesses (SMBs) of 500 employees or less. Therefore, a vulnerability common to a large percentage of all SMBs could pose a threat to the Nation's economic base. In the special arena of information security, vulnerable SMBs also run the risk of being compromised for use in crimes against governmental or large industrial systems upon which everyone relies. SMBs frequently cannot justify an extensive security program or a full-time expert. Nonetheless, they confront serious security challenges and must address security requirements based on identified needs.

The difficulty for these businesses is to identify needed security mechanisms and training that are practical and cost-effective. Such businesses also need to become more educated in terms of security so that limited resources are well applied to meet the most obvious and serious threats. To address this need, NIST, the Small Business Administration (SBA), and the Federal Bureau of Investigation (FBI) entered into a co-sponsorship agreement for the purpose of conducting a series of training meetings on computer security for small businesses. The purpose of the meetings is to have individuals knowledgeable in computer security provide an overview of information security threats, vulnerabilities, and corresponding protective tools and techniques with a special emphasis on providing useful information that small business personnel can apply directly or use to task contractor personnel.

Partners include: SBDC, Louisiana Economic Development, and National Institute of Standards & Technology (with support from SBA & FBI).

Attending the workshops counts towards SEBD (Small and Emerging Business Development) Certification.

6. Please describe your chapter and local market. Include number of volunteers, population and demographic information.

Located in Mandeville, LA, SCORE Northshore has 18 active volunteers.