

The Cybersecurity Readiness Podcast Series

Episode Title	Mitigating Risks from Unmonitored Communication Channels
Podcast Series	The Cybersecurity Readiness Podcast Series https://www.dchatte.com/podcast/ https://the-cybersecurity-readi.captivate.fm/
Host and Producer	Dave Chatterjee, Ph.D. https://dchatte.com
Guest	Garth Landers, Director of Global Product Marketing at Theta Lake
Summary Pitch	Significant fines in excess of \$2 billion have been levied on organizations in the financial services sector for failing to capture, retain and supervise communications. This crackdown on non-compliant communications is the clearest indicator yet that regulators have lost patience with firms that still haven't addressed supervision and record-keeping risks that were exacerbated by the pandemic. In this episode, Garth Landers, Director of Global Product Marketing at Theta Lake , discusses how businesses can mitigate risks from unmonitored communication channels.
Time Stamps	02:20 -- Please share some highlights of your professional journey with the listeners. 05:10 -- Different types of modern communication tools. 12:05 -- The 2022 Modern Communications Compliance and Security report(produced by Theta Lake) finds that unmonitored communication channels remain the biggest risk. What are these risks? 21:19-- What are some best practices in securing the different communication channels? 28:47 -- Do you think an organization would be well served if they had written guidelines of the do's and

	<p>don'ts when using certain channels and making that document readily available to all organizational members?</p> <p>34:09 -- It's about helping individuals do the right things so that the communication is secure, as compared to gotcha, you made a mistake, and you should have done better. Thoughts?</p> <p>36:51 -- I emphasize the importance of creating and sustaining a high-performance information security Culture. Only when you create that culture, that work ethic, securing communication channels is sustainable in the long run.</p> <p>40:43 -- We are talking about a proactive approach driven by a change in the mind shift where the leaders are looking at this apparent challenge (securing communication channels) as a strategic opportunity.</p> <p>45:11 -- Can you address the archival and retrieval challenges?</p> <p>52:00 -- If there were three or four takeaways that listeners should walk away with from today's discussion, what should they be?</p>
<p>Memorable Garth Lander's Quotes/Statements</p>	<p>"Two-thirds of an organization believe that inside their organization, employees are using unmonitored communication channels."</p> <p>"Unmonitored communication channels pop up because, in many cases, organizations decide not to empower their employees, they give them a Zoom, or a Cisco WebEx or a Microsoft Teams, or a RingCentral, or a Slack, etc., but they don't fully enable them. They don't turn on chat, or they don't allow file sharing, polls, or whiteboards. This forces employees to adopt and use unmonitored communication channels."</p>

	<p>"From a process standpoint, don't take a top-down approach to implement modern collaboration platforms."</p> <p>"Research shows that, on average, at least four different unified/modern communication tools are being used by organizations."</p> <p>"Most end users are not engineered towards malfeasance and bad behavior, it's carelessness. And the greatest insider threat is that sort of carelessness, and lack of awareness."</p> <p>"Policy works best when it's not some sort of abstract reality that you pull out when a bad thing happens."</p> <p>"Technology is out there to get to that balance point of maximum productivity, productive IT but productive and efficient and compliant work as well."</p>
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