

Agenda

- * Disclaimer
- * Abstract
- * # whoami
- * The scenario
- * The actors
- * Venezuela
- * Ukraine
- * Privacy and Democracy
- * Conclusions
- * Stickers! ©
- * Reading Room







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- Contents of this presentation may be quoted or reproduced, provided that the source of information is acknowledged.
- This presentation is not "against" the Government of the United States neither the American people. Instead, it aims to seriously highlight the biggest "affair" happened to the Intelligence community since the Nixon scandal ("Watergate"), and its impacts towards the concept of democracy itself in the so-called Information Age.



Abstract

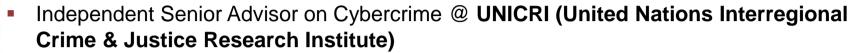
- * Edward Snowden's leaks drawn a new border in the Intelligence and «Cyber Operations» world.
- * This presentation will analyze the concepts of Data Breach and Violations of Privacy after the so-called «Datagate Affair» (the NSA scandal), along with the recent happenings in Kiev and Caracas, then focusing on the concept of Democracy and Massive Information Control in the 21th Century.





The Speaker

- President, Founder, Security Brokers
- Principal, CyberDefcon Ltd.





- Founder, Board of Directors and Technical Committee Member @ CLUSIT (Italian Information Security Association)
- Steering Committee, AIP/OPSI, Privacy & Security Observatory
- Former Member, Co-coordinator of the CASD/OSN WG «Cyber World»
 @ Italian MoD
- Board of Directors, ISECOM
- Board of Directors, OWASP Italian Chapter
- Cultural Attachè, APWG European Chapter (APWG.EU)
- Supporter at various security communities



























We are (were?) used to this....

Everytime we read about a **data breach**, we do think about the **following scenarios** and **related actors**.















Until this guy took a dramatic decision





Let's stop dreaming!

- * In order to «outperform your adversaries», you must know who they are.
 - * And, over the last 10 years, the concept of «attacker» has dramatically changed.
- * Also, the **concept** of a «secure systems» doesn't exist anymore (IMHO).
- ★ Well, actually, it never existed ②
 - * Vulnerabilities brought-in by **vendors**
 - * **Odays** markets
 - * State-Sponsored attacks
 - * **DDoS** powershots
 - *
- * Then as I just said, Edward Snowden took a decision which has changed the whole world, the concept of privacy, democracy, and Intelligence Operations.
- * That's why this presentation will focus on something different, trying to walk you by new perspectives, providing case studies as well.



The scenario

- * **Everything** «evolved», somehow...
- * Here's what the **United Nations** says (Hacker's Profiling Project):



	OFFENDER ID	LONE / GROUP HACKER	TARGET	MOTIVATIONS / PURPOSES
Wanna Be Lamer	9-16 years "I would like to be a hacker, but I can't"	GROUP	End-User	For fashion, It's "cool" => to boast and brag
Script Kiddie	10-18 years The script boy	GROUP: but they act alone	SME / Specific security flaws	To give vent of their anger / attract mass-media attention
Cracker	17-30 years The destructor, burned ground	LONE	Business company	To demonstrate their power / attract mass-media attention
Ethical Hacker	15-50 years The "ethical" hacker's world	LONE / GROUP (only for fun)	Vendor / Technology	For curiosity (to learn) and altruistic purposes
Quiet, Paranoid, Skilled Hacker	16-40 years The very specialized and paranoid attacker	LONE	On necessity	For curiosity (to learn) => egoistic purposes
Cyber-Warrior	18-50 years The soldier, hacking for money	LONE	"Symbol" business company / End-User	For profit
Undustrial Spy	22-45 years Industrial espionage	LONE	Business company / Corporation	For profit
Government Agent	25-45 years CIA, Mossad, FBI, etc.	LONE / GROUP	Government / Suspected Terrorist/ Strategic company/ Individual	Espionage/ Counter-espionage Vulnerability test Activity-monitoring
Military Hacker	25-45 years	LONE / GROUP	Government / Strategic company	Monitoring / controlling / crashing systems



And, it's not just «hackers»



Cybercrime

→ Why «Cybercrime»?

«Cybercrime ranks as one of the top four economic crimes»

PriceWaterhouseCoopers LLC Global Economic Crime Survey 2011 "2011 Cybercrime financial turnover apparently scored up more than Drugs dealing, Human Trafficking and Weapons Trafficking turnovers"

Various sources (UN, USDOJ, INTERPOL, 2011)

2012 Financial Turnover, <u>estimation</u>: 6-12 \$BLN/year 2013 F.T., estimation: 16-20 \$BLN/year

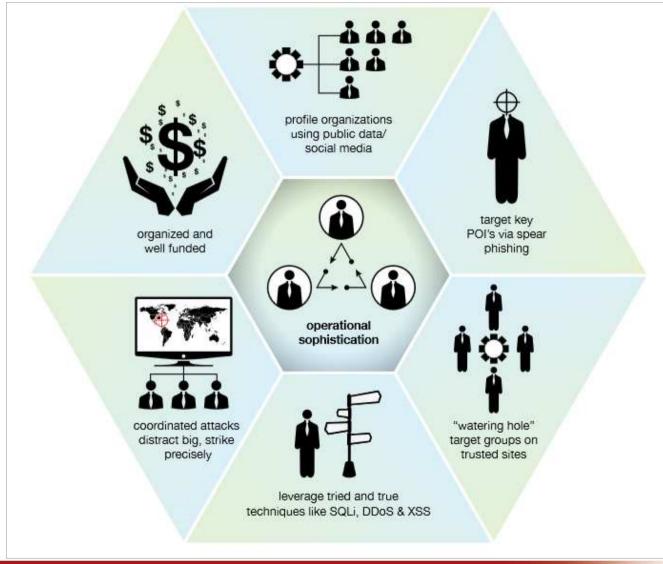






Differences

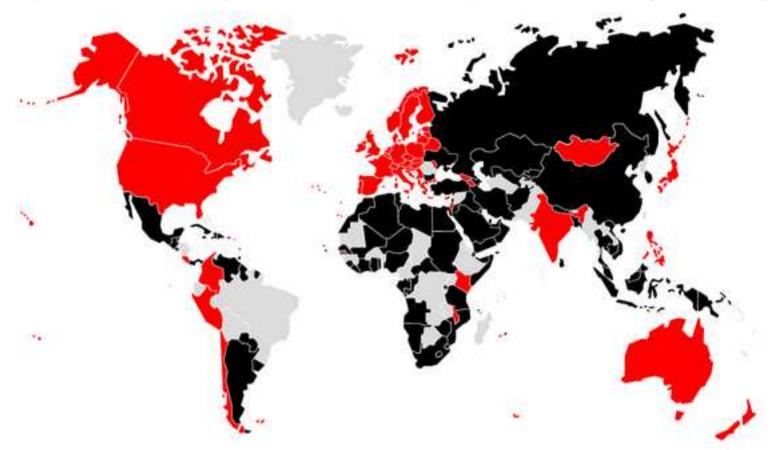
→ Cybercrime ≠ "hackers"





World

→ Geopolitical shift : 2013 - Map of ITU Dubai General Assembly December (red=not signed; black=signed)



Source: Flavia Zappa, Security Brokers, 2013



WHAT'S HAPPENING RIGHT NOW

- * Cybercrime and Information Warfare have a very wide spectrum of action and use intrusion techniques which are nowadays, somehow, available to a growing amount of Actors, which use them in order to accomplish different goals, with approaches and intensity which may deeply vary.
- * All of the above is launched against any kind of targets: Critical Infrastructures, Governative Systems, Military Systems, Private Companies of any kind, Banks, Medias, Interest Groups, Private Citizens....
 - * National States
 - * IC / LEAs
 - * Organized Cybercrime
 - * Hacktivists
 - * Industrial Spies
 - * Terrorists
 - * Corporations
 - * Cyber Mercenaries

Everyone against everybody





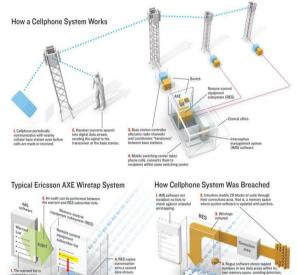
Back in 2005... (?)

→ ...«Privacy?!?»

- Vodafone Greece 2004 ("The Athens affair")
 - ✓ Rootkit on MSC Ericsson AXE
 - ✓ Inbound and Outbound Voice calls, SMS in/out, forwarded to 14 "pay-as-you-go" SIM cards (anonymous ones)
 - ✓ Olympic Games
 - √ 14 DEC 2007: Vodafone GR fined with 76M€
 - http://spectrum.ieee.org/telecom/s ecurity/the-athens-affair
 - http://en.wikipedia.org/wiki/Greek_ telephone tapping case 2004-2005

The illegally wiretapped cellphones in the Athens affair included those of the prime minister, his defense and foreign affairs ministers, top military and law enforcement officials, the Greek EU commissioner, activists, and journalists.







Ahhhhh.... now I get it!

→ ...«Privacy?!?»

- □ PRISM and other secret project's scandals ("the Snowden case")
- NSA's budgets for black operations revealed
- http://rt.com/usa/snowden-leak-black-budget-176/
- http://rt.com/usa/us-hacking-exploits-millions-104/
- http://www.lemonde.fr/technologies/visuel/2013/08/27/plong ee-dans-la-pieuvre-de-la-cybersurveillance-de-lansa 3467057 651865.html
- http://www.repubblica.it/tecnologia/2013/08/31/news/sall_ns a_231_cyber-

attacchi_nel_2011_cos_colpiva_l_intelligence_americana-

65600302/

NSA Laughs at PCs, Prefers Hacking Routers and Switches

BY KIM ZETTER 09.04.13 6:30 AM

Follow @KimZetter



The US government might be the biggest hacker in the world

ublished time: May 10, 2013 17:08

Reuters/Kacper Pempel



DefCamp 5th edition, Bucharest, Romania, Nove



Budgets, Black Ops

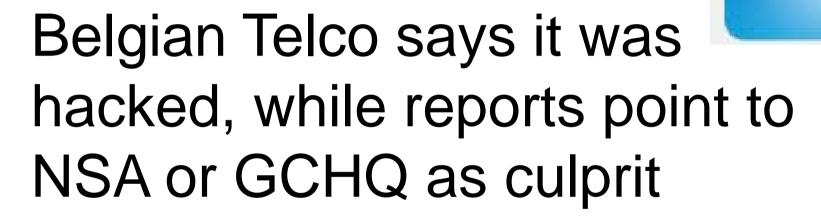
NSA «black-ops Budget» exposed

- ☐ NSA's "black budget": **652M\$** (2011)
- ☐ 231 black operations until today (2011)
- ☐ 16 US agencies involved from the **US Intelligence community** (107.035 employees)
- ☐ Targets US intelligence agencies highest priorities:
 - ✓ Iran
 - ✓ Russia
 - ✓ China
 - ✓ Afghanistan
 - ✓ North Korea
 - ✓ Syria
 - ✓
- ☐ Cyber Attacks Unit "GENIE"
- ☐ Hacking into foreign systems in order to spy on contents, controlling functions
- □ http://articles.washingtonpost.com/2013-08-29/world/41709796_1_intelligence-community-intelligence-spending-national-intelligence-program





What happened on September 2013?



http://gigaom.com/2013/09/16/belgian-telco-says-it-was-hacked-while-reports-point-to-nsa-or-gchq-as-culprit/



belgacom

And the Police is asking for more powers

Home > Security > Cybercrime and Hacking

News

Dutch bill would give police hacking powers

Dutch law enforcement should be allowed to break into computers outside the Netherlands when necessary, the draft bill said

By Loek Essers

May 2, 2013 06:47 AM ET Add a comment



IDG News Service - The Dutch government today presented a draft bill that aims to give law enforcement the power to hack into computer systems -- including those located in foreign countires -- to do research, gather and copy evidence or block access to certain data.

Law enforcement should be allowed to block access to child pornography, read emails that contain information exchanged between criminals and also be able to place taps on communication, according to a draft bill published Thursday and signed by Ivo Opstelten, the Minister of Security and Justice. Government agents should also be able to engage in activities such as turning on a suspect's phone GPS to track their location, the bill said.

Opstelten announced last October he was planning to craft this bill.













Hmmmmm.....





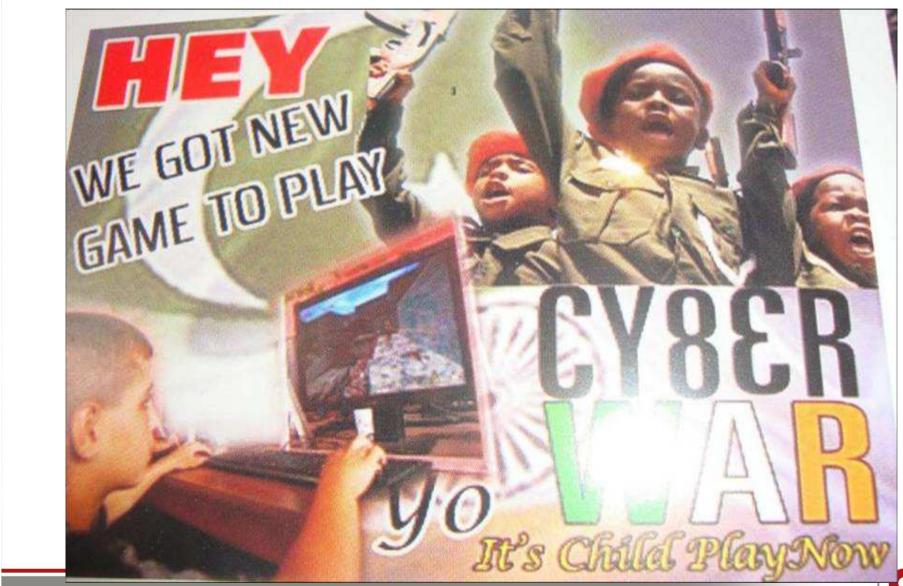
Maybe.....





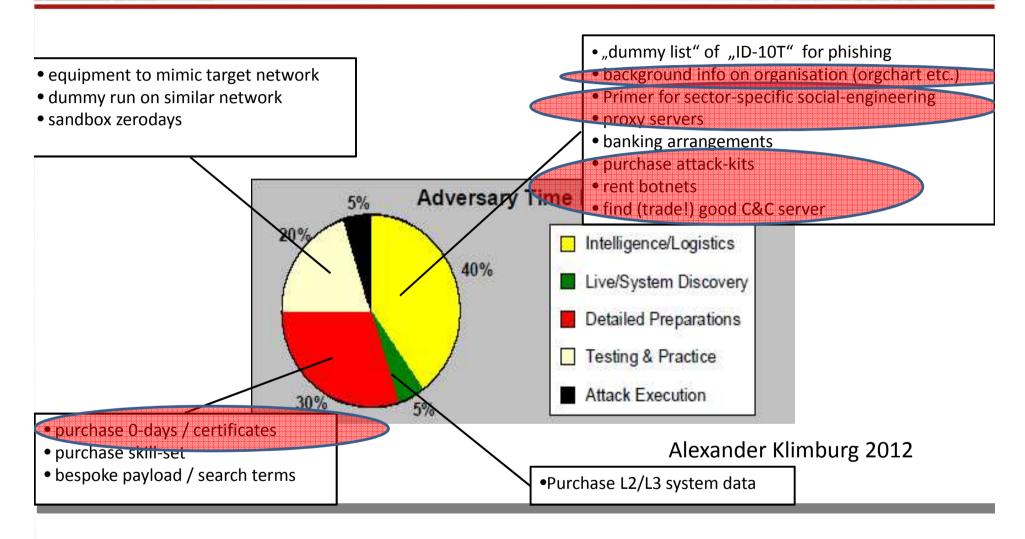






DefCamp 5th edition, Bucharest, Romania, November 29th, 2014

Making "Cyber War"...





SANITIZED

This slide is not available in the public release of this presentation.

You should have attended DefCamp 5 in order to see it...



Scenarios

- * OK, you're smart, you've found the most ever 133t Oday of your life.
- * Who could buy/trade/whatever that stuff from you?
 - * Some hacker folks.
 - * (which, eventually, may resell it to one of the following)
 - * IT Vendors
 - * Security **Vendors**
 - * Big Internet players
 - * Odays «brokers»
 - * Law Enforcement Agencies (LEAs)
 - * Intelligence Agencies (IAs)
 - * Lawful Interception (LI) private companies
 - * Cybercrime / Organized Crime (drugs cartels in Mexico, ever heard about?)
 - * Pwoning contests, CTFs, etc.
 - * (Hacktivists?)



https://www.wikileaks.org/the-spyfiles.html

Selling Surveillance to Dictators

When citizens overthrew the dictatorships in Egypt and Libya this year, they uncovered listening rooms where devices from Gamma corporation of the UK, Amesys of France, VASTech of South Africa and ZTE Corp of China monitored their every move online and on the phone.

Surveillance companies like SS8 in the U.S., Hacking Team in Italy and Vupen in France manufacture viruses (Trojans) that hijack individual computers and phones (including iPhones, Blackberries and Androids), take over the device, record its every use, movement, and even the sights and sounds of the room it is in. Other companies like Phoenexia in the Czech Republic collaborate with the military to create speech analysis tools. They identify individuals by gender, age and stress levels and track them based on 'voiceprints'. Blue Coat in the U.S. and Ipoque in Germany sell tools to governments in countries like China and Iran to prevent dissidents from organizing online.

Trovicor, previously a subsidiary of Nokia Siemens Networks, supplied the Bahraini government with interception technologies that tracked human rights activist Abdul Ghani Al Khanjar. He was shown details of personal mobile phone conversations from before he was interrogated and beaten in the winter of 2010-2011.

How Mass Surveillance Contractors Share Your Data with the State

In January 2011, the National Security Agency broke ground on a \$1.5 billion facility in the Utah desert that is designed to store terabytes of domestic and foreign intelligence data forever and process it for years to come.

Telecommunication companies are forthcoming when it comes to disclosing client information to the authorities - no matter the country. Headlines during August's unrest in the UK exposed how Research in Motion (RIM), makers of the Blackberry, offered to help the government identify their clients. RIM has been in similar negotiations to share BlackBerry Messenger data with the governments of India, Lebanon, Saudi Arabia, and the United Arab Emirates.

Weaponizing Data Kills Innocent People

There are commercial firms that now sell special software that analyze this data and turn it into powerful tools that can be used by military and intelligence agencies.



HACKING TEAM RCS Suspected Government Users Worldwide

Citizen Lab 2014



21 SUSPECTED GOVERNMENT USERS

AMERICAS	EUR	OPE	MIDDLE EAST	AFRI	CA	ASI	4
Mexico Colombia Panama	Hungary Italy Poland	Turkey	Oman Saudi Arabia UAE	Egypt Ethiopia Morocco		Azerbaijan Kazakhstan Malaysia	Thailand South Korea Uzbekistan

CAUSE FOR CONCERN





Finfisher





Global, dirty business

* "Mass interception of entire populations is not only a reality, it is a secret new industry spanning **25 countries**."

* "It's estimated that the global computer surveillance technology market is worth \$5

billion a year."

* ITALY: 300M/year





Who do you wanna sell (your 0days) to?





The pricing debate

* I think all of you remember this:

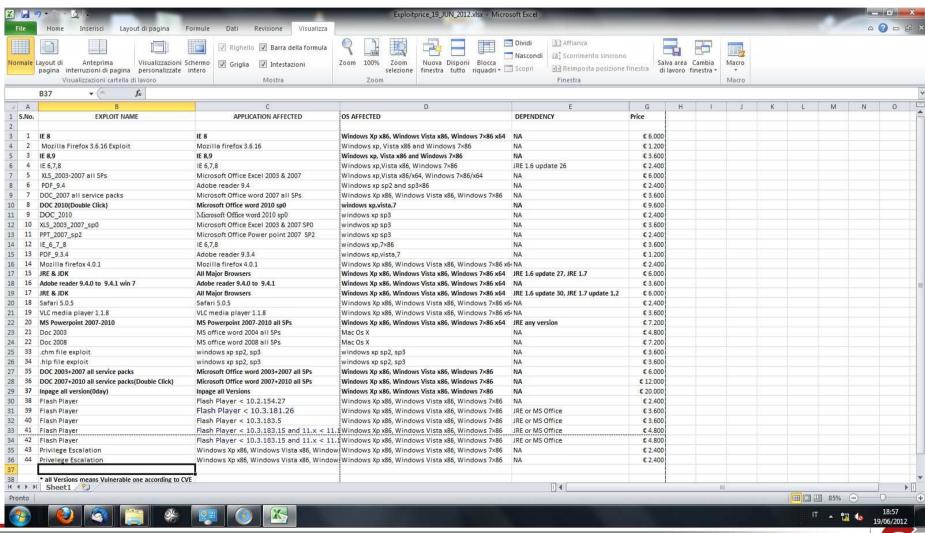
ADOBE READER	\$5,000-\$30,000		
MAC OSX	\$20,000-\$50,000		
ANDROID	\$30,000-\$60,000		
FLASH OR JAVA BROWSER PLUG-INS	\$40,000-\$100,000		
MICROSOFT WORD	\$50,000-\$100,000		
WINDOWS	\$60,000-\$120,000		
FIREFOX OR SAFARI	\$60,000-\$150,000		
CHROME OR INTERNET EXPLORER	\$80,000-\$200,000		
IOS	\$100,000-\$250,000		
SP-SE-SE-SE-SE-SE-SE-SE-SE-SE-SE-SE-SE-SE-	200000000000000000000000000000000000000		

Source: Forbes, "Shopping For Zero-Days: A Price List For Hackers' Secret Software Exploits", 2012, in http://www.forbes.com/sites/andygreenberg/2012/03/23/shopping-for-zero-days-an-price-list-for-hackers-secret-software-exploits



The pricing debate

* What about this? (CHEAP but LAME, India's ones)



The pricing debate



http://www.theregister.co.uk/2014/11/11/german spooks want millions to buy 0day vulns/



The pricing debate

German spies want millions of Euros to buy zero-day code holes

Because once we own them, nobody else can ... oh, wait

By Richard Chirgwin, 11 Nov 2014 Follow 2,707 followers





RELATED STORIES

'Tech giants who encrypt comms are unwittingly aiding terrorists' claims ex-Home Sec Blunkett

If you're suing the UK govt. Brit spies will snoop on your briefs

Ex-NSA lawyer warns Google. Apple: **IMPENETRABLE** RIM ruined BlackBerry



Adaptable System Recovery (ASR) for Linux virtual machines

Germany's spooks have come under fire for reportedly seeking funds to find bugs not to fix them, but to hoard them.

Caddedische Zeitung, the country's BND – its federal intelligence service - wants €300 million in funding for what it calls the Strategic Technical Initiative The Local say 5 e4.5 million of that will be spent seeking bugs in SSL and HTTPS.

The BND is shopping for zero-da bugs not to fix them, but to exploit them the report claims, and that drawn criticism from NGOs, the Pirate Party, and the Chaos Computer Club (CCC). German Pirate Party president Stefan Körner told The Local people should fear governments more than cyber-terror.

Körner is also critical of the strategy on the basis that governments shouldn't be helping

fund the grey market for security vulnerabilities, a sentiment echoed by the CCC

INTRODUCING F5 Silverline Choose the most comprehensive L3-L7 DDoS solution in the cloud. UD OUT MORE

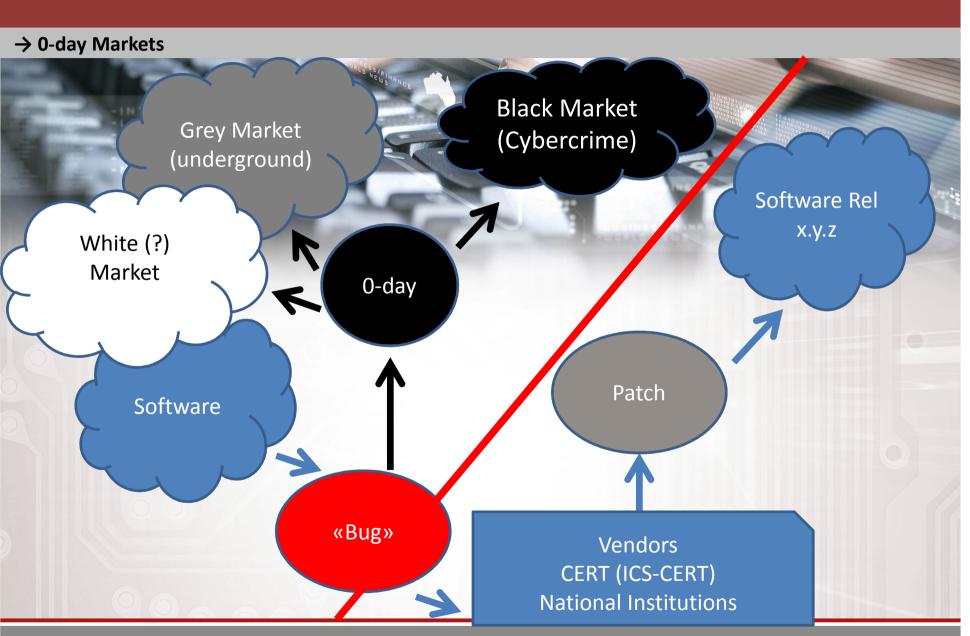
http://www.theregister.co.uk/2014/11/11/german spooks want millions to buy Oday vulns/



Black Market?
Grey Market?
White Market?
Prices ranging from thousands to millions?

WTF?!?!?!





DefCamp 5th edition, Bucharest, Romania, November 29th, 2014

A different (more serious?) approach

Public Knowledge of the vulnerability	Buyer's typology IS = IT Security companies INT = Intelligence Agencies for Governmental use (National Security protection) MIL = MoD/related actors for warfare use OC = Cybercrime	0-day Exploit code + PoC Cost: Min/Max
Υ	IS	10K – 50K USD
Υ	INT	30K – 150K USD
Υ	MIL	50K – 200K USD
Υ	OC	5K – 80K USD
N	ALL	X2 – X10

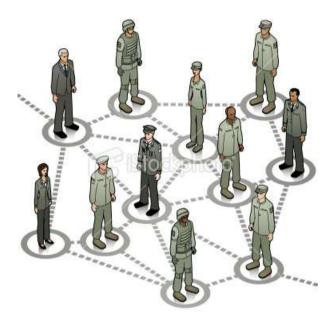


A different (more serious?) approach

Public Knowledge of the vulnerability	Vulnerability relays on: Operating System (OS) Major General Applications (MGA) SCADA-Industrial Automation (SCADA)	Buyer's typology IS = IT Security companies INT = Intelligence Agencies for Governmental use (National Security protection) MIL = MoD/related actors for warfare use OC = Cybercrime	0-day Exploit code + PoC Cost: Min/Max
Y	OS	ОС	40K – 100K
Υ	MGA	INT	100K – 300K
Υ	SCADA	MIL	100K – 300K
N	OS	MIL	300K – 600K
N	SCADA	MIL	400K – 1M



The DUMA.... knew!!



"In the very near future many conflicts will not take place on the open field of battle, but rather in spaces on the Internet, fought with the aid of information soldiers, that is hackers

This means that a small force of hackers is stronger than the multi-thousand force of the current armed forces.

Former Duma speaker Nikolai Kuryanovich, 2007



Hackers as a National Resource?

- ☐ A couple of years ago I've dig into a research from an **Hungarian security researcher** from **HP**
- ☐ His **idea** was **weird**!
- ☐ Should we **consider hackers** as "the enemy" / "troubles"...
- ☐ ...Or, may they represent an **opportunity for**Governments??
 - ✓ Patriot's Hackers
 - ✓ Think about **bloggers** and **North Africa** (Egypt, Tunisia, Morocco) / **GCC Area** (Gulf Countries)
 - ✓ Think about **IRAN** and **Twitter**
 - ✓ See the **potentialities**?









War on terrorism distracts cybercops from routine hacking, and even encourages alliances.

By Andrew Brandt, PCWorld Aug 4, 2004 4:00 am

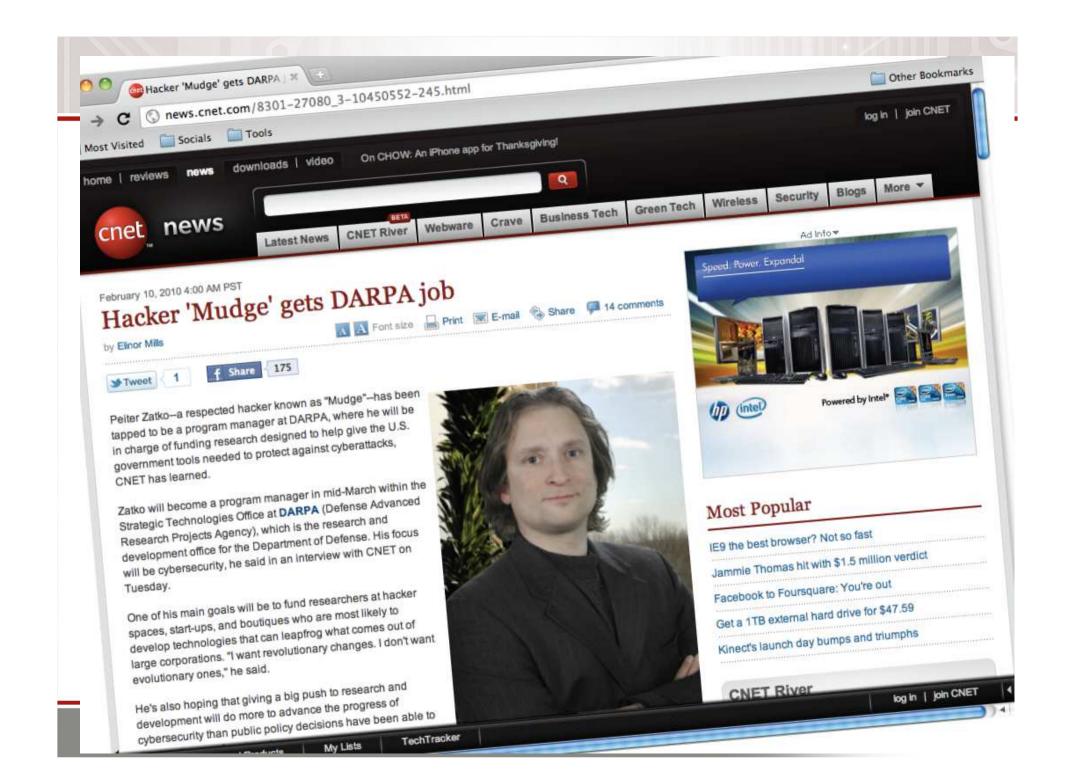
Attention, hackers: Uncle Sam wants you.

And hackers are answering the call, or at least listening. A well-attended session at the recent Defcon 12 hackers' conference was "Meet the Feds," a recruitment presentation by a group of federal cybercrime law enforcement agents, who fielded questions from would-be cybercops.

"We're looking for good, talented people. We need a lot of help," said Jim Christy, director of the Defense Department's Cyber Crime Center.

*The Department of Defense understands how important computers are to defending the United States, and is always on the lookout for good people," said Alvin Wallace, a supervisory special agent with the Air Force's Office of Special Investigations. enanning up business cards and

A Listic Hackers Sought



Next page guys...



Caracas: «No Internet, please!»







Twitter, Zello e Pastebin sono stati resi inutilizzabili in parte o del tutto e il governo ha ritirato i tesserini alla CNN.

Questo articolo è apparso originariamente su IBTimes.com

Con la protesta che monta e l'attenzione internazionale compre più concentrata sul Venezuela, i governo del Presidente Maduro ha intensificato l'opera di censura dei media bioccando diversi siti e strumenti di aggregazione per gli attivisti.

È complicato accertare quali portali siano realmente stati oscurati, il che fa pensare che i blocchi non siano poi così efficaci. Sotto c'è una lista di siti, app e servizi che sono risultati inutilizzabili nei giorni scorsi (alcuni lo sono ancora adesso) in Venezuela.

Twitter - Il governo ha bloccato la funzione che permette di caricare immagini dopo che la scorsa settimana le foto della polizia impegnata a reprimere la protesta avevano invaso la rete. Ora il servizio è stato



Caracas: (no comment)





Caracas: hacktivism

```
[#OpVenezuela] -- [WebHive]
                         TARGET
                   http://www.bpvb.gob.ve
                       PETICIONES
                           5000
                         MENSAJE
Somos Anonymous, Somos Legion, No perdonamos, No olvidamos, Esperanos!
                         STATUS
                       SOLICITUDES
                          5028
                         LOGROS
                            3
                        FALLIDOS
                            0
                          STOP!
           [Anonymous Venezuela] -- [ANONYMOUS] #
```



Caracas: hacktivism





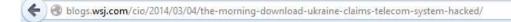
євромайдан @euromaidan 4 h

Fight for your freedom. #OpVenezuela #lasalida #Venezuela #PrayForVenezuela #SOSVenezuela #F12 #F13 #F14 pic.twitter.com/w4sH1TMm4C

◆Risposta €3 Retweet ★ Preferito

Segnala contenuto





CIO Journal.

CIO Report Consumerization Big Data Cloud Talent & Management Security

March 4, 2014, 8:30 AM ET

The Morning Download: Ukraine Claims Telecom System Hacked

Article

Comments



By MICHAEL HICKINS CONNECT
Editor



(ab)using Geolocalization

Apple Google Microsoft Culture Gaming

Ukraine using Big Brother like methods to scare

protestors.

22 January of 2014 by technobruus

g Google





The demonstrations in Ukraine are growing steadily, but now the Ukrainian government have used scary Big Brother like tricks in an attempt to stop the riots.

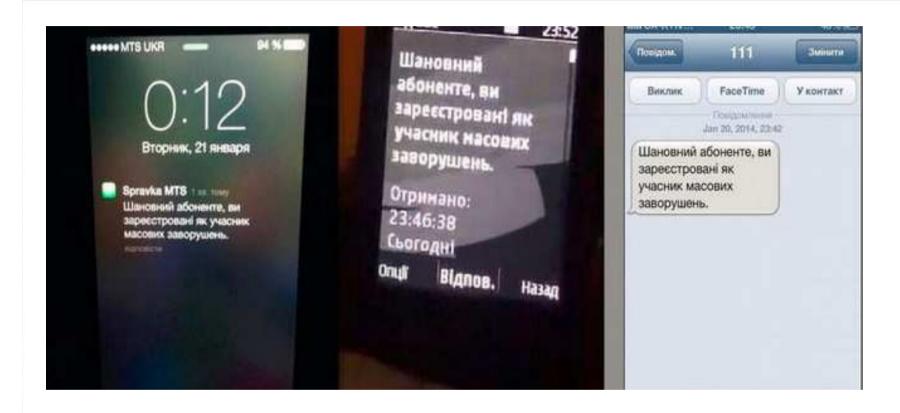
"Dear recipient, you are registered as a participant in the demonstration."

That is a text that thousands of Ukrainian protesters simultaneously received Tuesday when they took part in a demonstration after the Ukrainian government had outlawed demonstrations. The recipients were gathered in a giant crowd where everyone got the somewhat scary text message from the regime's police force.

http://technobruus.com/2014/01/22/ukraine-using-big-brotherlike-methods-to-scare-protestors/



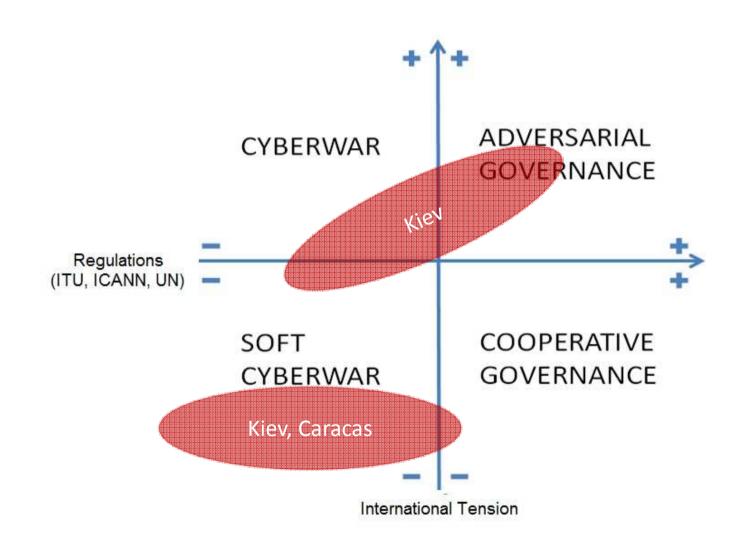
(ab)using Geolocalization



"Dear recipient, you are registered as a participant in the demonstration."



Evolving scenarios: 2014-2017





So what?

- Scenarios and happenings which were not «mandatory» including massive information control on the citiziens, are now a reality.
- Governments are abusing of the technologies.
 - With the <u>support of private companies</u>.
 - Acting <u>just like</u> the Organized Crime and the Cybercrime is doing.
- We MUST do something. Now!
- The reason is VERY EASY (see next 4 slides)





http://video.ted.com/talk/podcast/2013X/None/MikkoHyppone n_2013X-480p.mp4



Quoting Mikko /1

«Are the Americans ready to throw away the **Constitution**, throw it in the trash, just because there are terrorists? And the same thing with the Bill of Rights and all the Amendments, and the Universal Declaration of the Human Rights, the EU Conventions on Human Rights and fundamental freedom, and the press freedom? Do we really think terrorism is such an existential threat that we're ready to do everything at all?»



Quoting Mikko /2

«Privacy is NOT negotiable. It should be built-in to all the systems we use. [...] Surveillance changes the history. We know this through examples of corrupted presidents such as Nixon. Imagine if he would have had the kind of surveillance tools that are available today.

Let me actually quote the President of Brazil, Miss Dilma Roussef. She was one of the targets of the NSA surveillance. Her emails were read, and she spoke at the United Nations headquarters, and she said»:



Hello Miss President.... \otimes

(Speech at the United Nations HQ in New York)

«If here's **no right to privacy**, there can be **no true freedom of expression and opinion**, and therefore **no effective democracy**.»

- That's what it's about.
- Privacy is the building block of our democracies.
- And to quote a fellow security reseacher, Marcus Ranum, he said that «the United States is right know treating the Internet as it would be treating one of its colonies.»
- So we are back to the age of colonization, and we, the «foreigners» users of the Internet, we should think about Americans as our masters».







Conclusions

- The world we're living in today has dramatically changed: it's time to wake-up and realize it!
- We still trust too much «third parties»: free wifi, Big G, FB, Vendors / NSA, etc...
- We do not consider the value (gold!) of our <u>information</u>.
- The European Community MUST do something: the <u>domestic Parliaments</u> as well, from Italy to Romania to whatever!
- Laws, Regulations and Rules of Engagement, when it's about «cyber environments», <u>must be revised</u>;
 - We've lost the «privacy» already, a long time ago ⊗
- Against those obscure powers such as the NSA we cannot obviously fight too much... even if, they got seriously hit!
- We are (seriously) very close to a <u>no-return point</u>.



DOYO: Print your favourite sticker! ©





DOYO: Print your sticker!





DOYO: Print your sticker! ©





DOYO: Print your sticker! ©





Reading Room /1

The commercialization of Digital Spying, Morgan Marquis-Boire, Claudio Guarnieri, Bill Marczak, John Scott-Railton, Citizen Lab, Canada Center for Global Security Studies, Munk School of Global Affairs (University of Toronto), 2013

No Place to Hide: Edward Snowden, the NSA and Surveillance State, Glenn Greenwald, Penguin Books, 2014

Grazie Mr. Snowden, Fabio Chiusi, edizioni ValigiaBlu/Messaggero Veneto, 2014

Kingpin, Kevin Poulsen, 2012

Profiling Hackers: the Science of Criminal Profiling as applied to the world of hacking, Raoul Chiesa, Stefania Ducci, Silvio Ciappi, CRC Press/Taylor & Francis Group, 2009

H.P.P. Questionnaires 2005-2010

Fatal System Error: the Hunt for the new Crime Lords who are bringing down the Internet, Joseph Menn, Public Affairs, 2010

Stealing the Network: How to Own a Continent, (an Identity), (a Shadow) (V.A.), Syngress Publishing, 2004, 2006, 2007 Stealing the Network: How to Own the Box, (V.A.), Syngress Publishing, 2003

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Contacts, Q&A

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Thanks for your attention!

QUESTIONS?

I will use Google before asking dumb questions. I will use Google before asking dumb questions.

