CYBER HAWK™
by RapidFireTools®

"PLAN B" — SERVICE PLAN SETUP

Teleworker Guide "Plan B"

Detecting and Responding to IT Security Policy Violations

7/17/2020 1:26 PM

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Cyber Hawk Teleworker Guide Overview

We are in unprecedented and changing times. This guide is designed to provide guidance and specific steps required to create a "**Plan B" Service Plan** to:

- use the flexibility of the **Cyber Hawk Service Plan Creator** to build a plan to deliver cyber security services to your clients that is low impact to your company resources, but offers significant value to you and your clients in the new work-from-home environment
- assign the Plan B service plan to a specific Cyber Hawk Site that has been deployed to detect suspicious activity on a specific client's network

Using Cyber Hawk to Watch Over Your Client's Networks

As more of your clients' employees work from home on their own less-secure computers, the threat to the corporate network increases. Employee work credentials are more likely to be compromised now, opening the door for cyber criminals to get into your client's networks.

But there is a quick and easy way to add on an extra layer of insider threat protection for all your clients that will look for indications of compromised credentials of your end users – things like anomalous end-user behaviors, suspicious log-ins to computers on the corporate network, and unauthorized network and local user account changes.

In response to the changing computing landscape where networks are now being accessed by a high number of remote users (many using their home PCs), this guide was written to help you create a quick-to-implement "Plan B" service plan that allows you to get this extra layer of protection set up and deployed to your clients.

Once operational, Cyber Hawk will scan your clients' corporate networks looking for any suspicious or odd end-user behaviors, unauthorized user account changes, and any attempted unauthorized log-ins to computers connected to the corporate network. Please note that Cyber Hawk will not scan the remote/home computers.

The policies suggested in the plan limit the amount of configuration required by you and your team, and typically provide fewer false positives during the first few weeks.

You will get daily Alerts (emails or tickets) of any detected threats, and you can manage all your client sites through a single web based portal available at https://secure.youritportal.com.

Options to Configure Cyber Hawk Service Plans

You can choose to configure Cyber Hawk Service Plans using either 1) the RapidFire Tools Portal or 2) the Network Detective app.

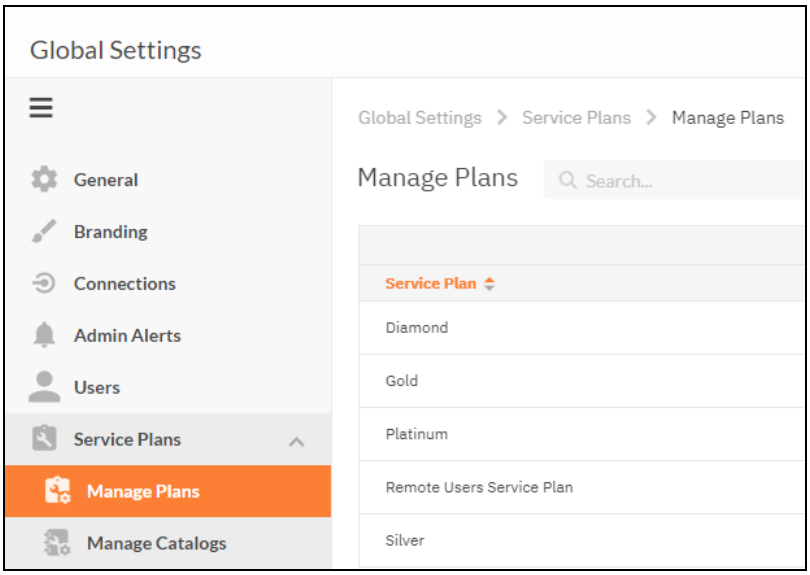
1. **Cyber Hawk 2019 Subscription Users** — Use the instructions that follow this section to set up Plan B using the portal.
2. **Cyber Hawk "Detector SDS" Plan Subscribers (Purchased Cyber Hawk before May 2019)** — If you want to set up Plan B using the Network Detective app, refer to this Guide along with the Cyber Hawk Quick Start Guide available at: https://www.rapidfiretools.com/nd/Cyber_Hawk_Quick_Start.pdf. The **Cyber Hawk Quick Start Guide** illustrates how to use Network Detective to set up **Service Plans** and assign a plan to a Cyber Hawk Site.

Create the “Plan B” Security Service Plan

In this step you will create a **“Plan B” Service Plan**. This plan will later be assigned to a Cyber Hawk Site to enable the detection and alerting on suspicious user logins, changes to the network, and potential threats.

Step 1 — Log into the RapidFire Tools and access the Cyber Hawk Service Plan Creator

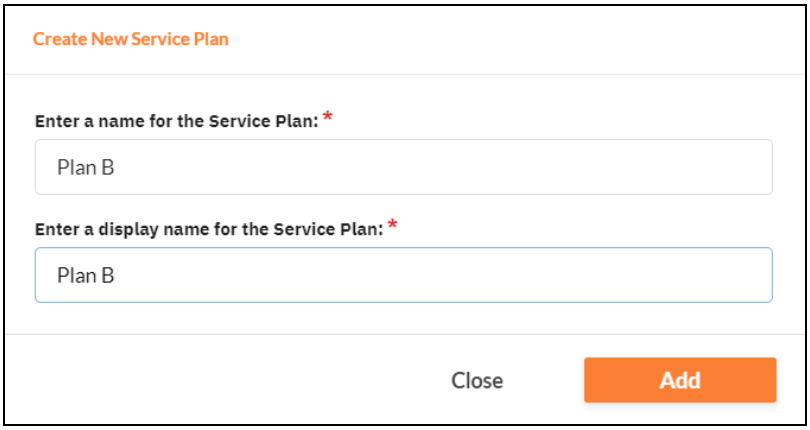
1. Access the Portal at https://secure.youritportal.com and log in with your user credentials.
2. Select **Global Settings > Service Plans > Manage Plans** menu option.
3. The **Service Plan** list will be displayed.



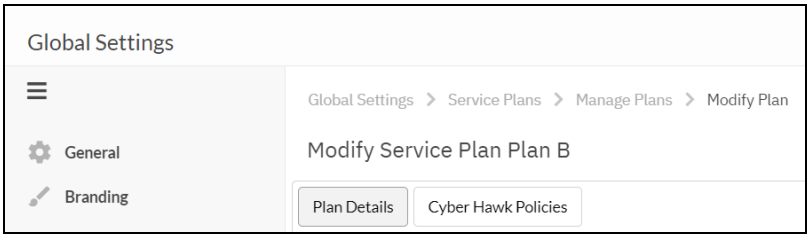
Step 2 — Use the Service Plan Creator to create the “Plan B” Service Plan

1. Select the **Create New Service Plan** button.

2. Enter **“Plan B”** as the name of the **Service Plan** and the plan’s **Display Name**.



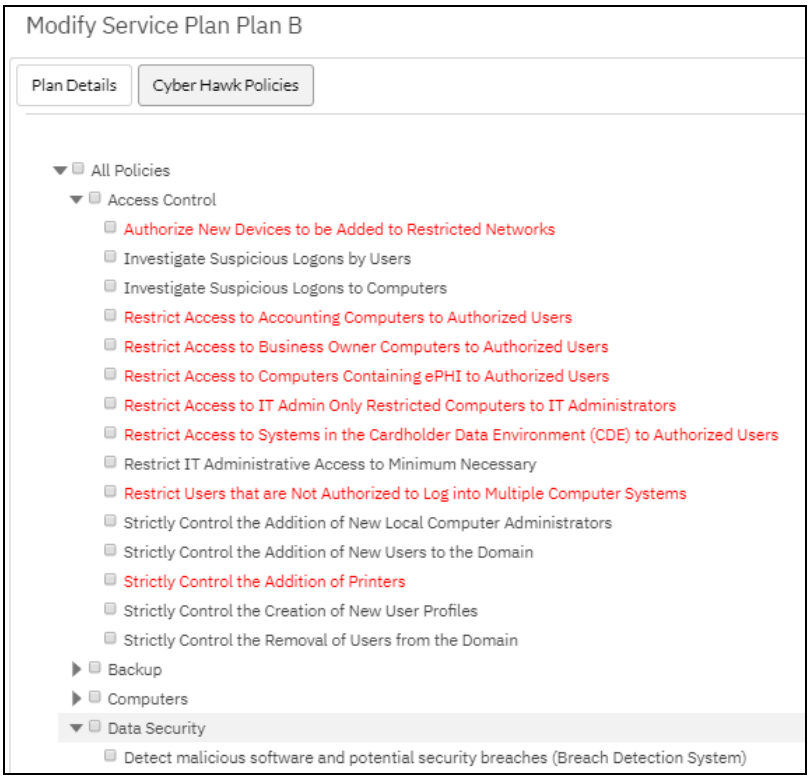
3. Select the **Add** button to create the plan.
4. The **Modify Service Plan** page will be displayed.



Step 3 — Select the Security Policies for the “Plan B” service plan

1. Select the **Cyber Hawk Policies** tab in the **Modify Service Plan** window.
2. The default **Security Policies** will be listed for the **Plan B Plan**.

3. Expand the security policies list to view all of the available **Access Control**, **Computers**, **Data Security**, and **Network Security Policies**.

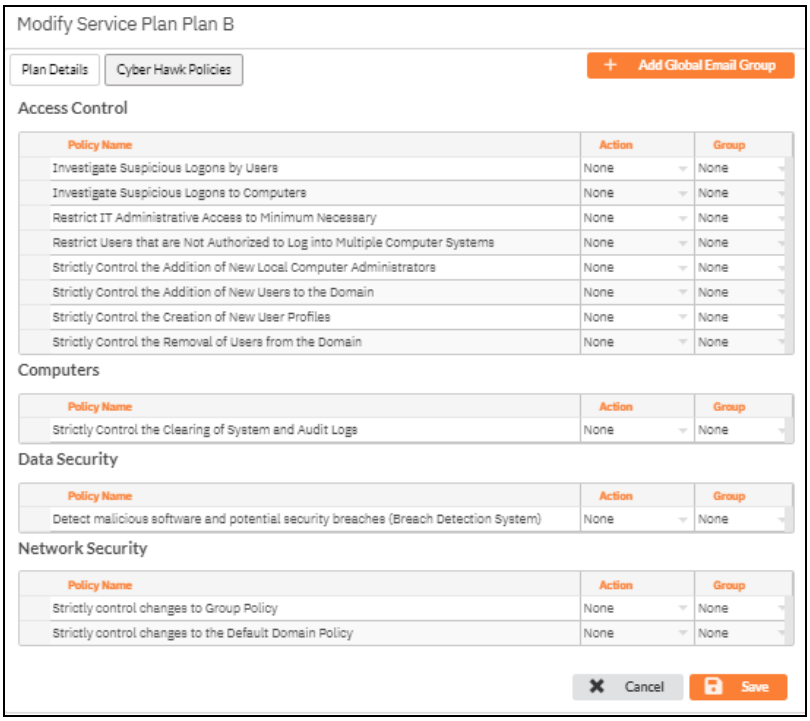


4. Select the following **Security Policies** to create the **Plan B**:

Plan B Service Plan	
Investigate Suspicious Logons by Users	✓
Investigate Suspicious Logons to Computers	✓
Restrict IT Administrative Access to Minimum Necessary	✓
Restrict Users that are Not Authorized to Log into Multiple Computer Systems	✓
Strictly Control the Addition of New Local Computer Administrators	✓
Strictly Control the Addition of New Users to the Domain	✓
Detect malicious software and potential security breaches (Breach Detection System)	✓
Strictly Control the Creation of New User Profiles	✓
Strictly Control the Clearing of System and Audit Logs	✓
Strictly Control the Removal of Users from the Domain	✓
Strictly control changes to Group Policy	✓
Strictly control changes to the Default Domain Policy	✓

5. After completing the selection and assignment of the **Security Policies** to the **Plan B Plan**, select the **Configure Notifications** button.

6. Assign the default **Notification Rules** for **Plan B** by:
7. Assigning the **Action** of **"None"** to each **Security Policy**.
8. Verifying that the **Email Group** set to none for each **Security Policy**.



Step 4 — Save the new plan as the “Plan B” service plan

The saving of the **“Plan B” Service Plan** will be confirmed. The user will be redirected back to the **Policy Configuration** page.

Create Email Group of Recipients to Receive “Plan B” Plan Alerts

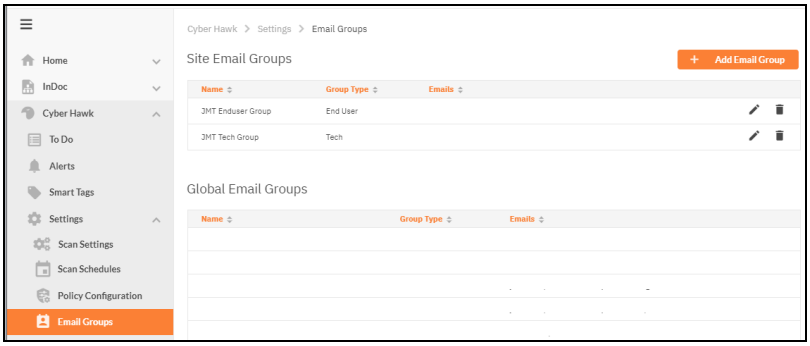
In this step you will configure “Email Groups” containing the email addresses for:

- **Tech Groups** – Members of your company’s Technician Team that manages your clients’ networks and responds to suspected IT security incidents.
- **End User Groups** (optional) – Members of your client company’s Senior Management team which may include the CEO, Accounting Manager, HR Manager, and other management team members that should be made aware of when suspicious IT security events are detected.

Members of these groups will be sent Cyber Hawk **Alert Notifications** with a request to respond to suspected **Security Policy** violations.

Step 1 — Access the Email Configuration Feature

1. From within the Cyber Hawk Site select the **Cyber Hawk > Settings > Email Groups** menu.
2. The **Email Groups** user interface will be displayed.

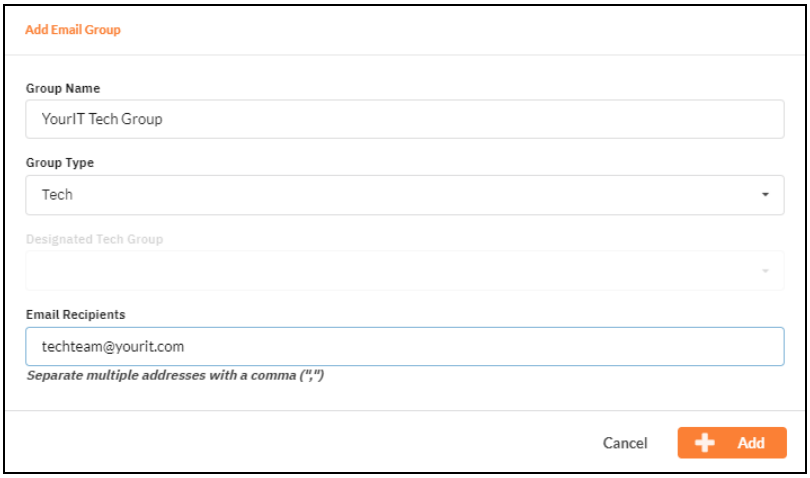


Step 2 — Create a “Tech” Group of email recipients to receive “Plan B” Alerts

1. Select the **Add Email Group** button.

The **Add Email Group** window will be displayed.

2. In the **Add Email Group** window presented, enter in the **Group Name**, select the **"Tech" Group Type**, and enter the email addresses in the **Email Recipients** field for individuals in your company that are to receive Cyber Hawk Alerts.



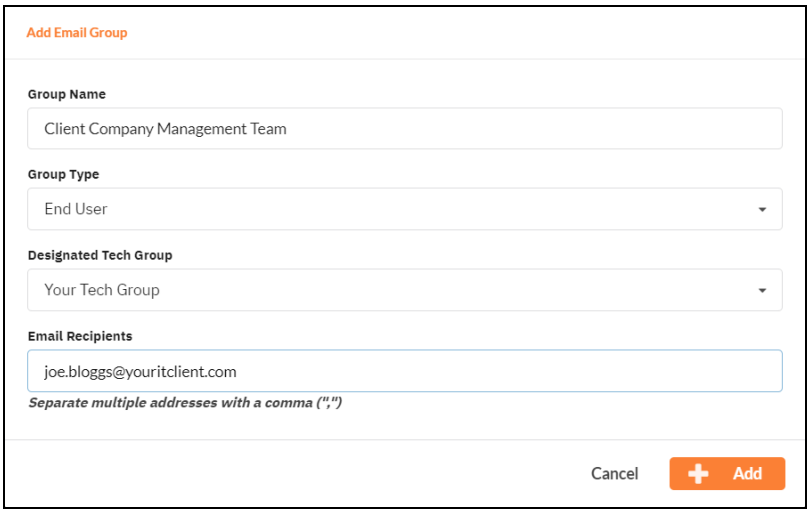
3. Select the **Add** button to save the new **Tech Email Group**.

Step 3 (Optional) - Create an "End User" Group of email recipients to receive Alerts

1. Select the **Add Email Group** button.

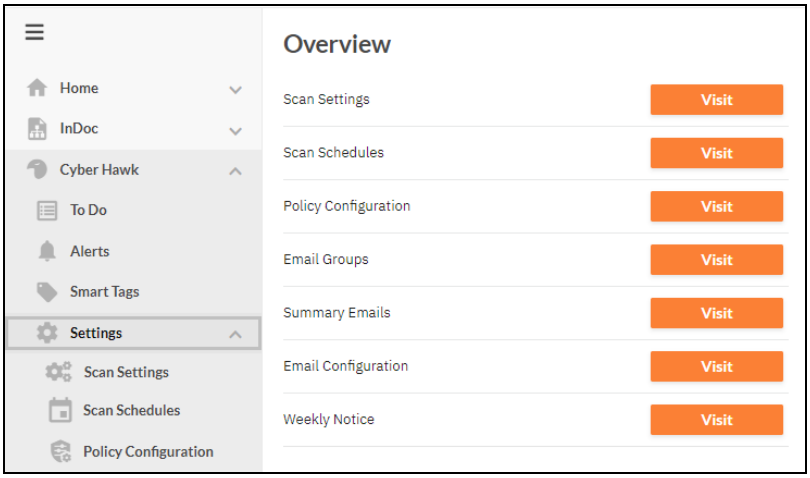
The **Add Email Group** window will be displayed.

2. In the **Add Email Group** window presented, enter in the **Group Name**, select the **End User Group Type**, and enter the email addresses in the **Email Recipients** field for members of your **client's management team** that are to receive Cyber Hawk Alerts.



3. Select the **Add** button to save the new **End User Email Group**.

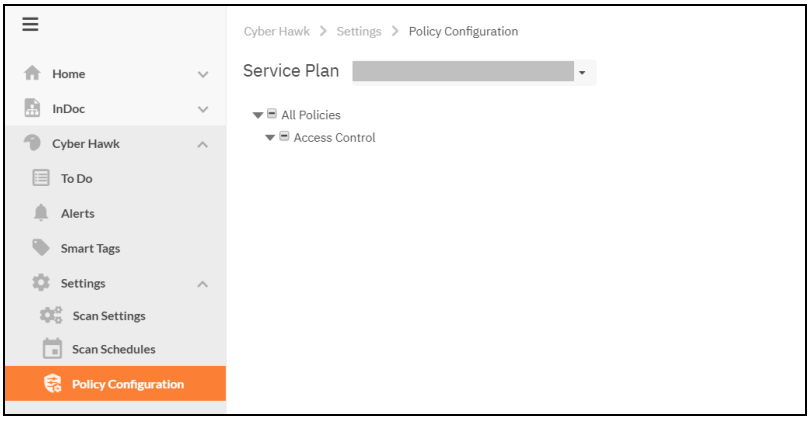
Step 4 – Select the Cyber Hawk --- > Settings menu option to continue the set up process



Assign Plan B to the Cyber Hawk Site and Create Notification Rules

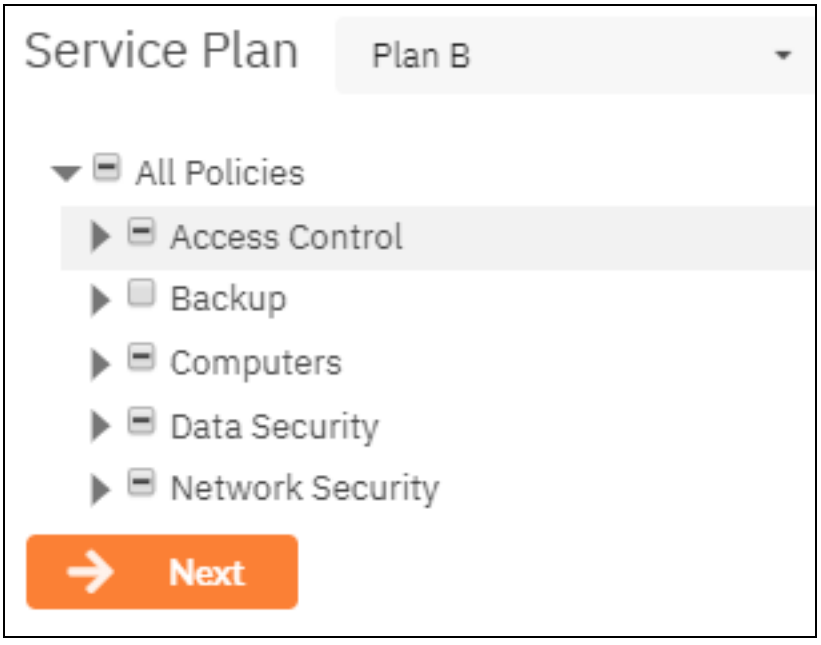
In this step you will assign the **"Plan B"** to a Cyber Hawk Site and configure a series of **Notification Rules** associated with the **Security Policies** contained within the **Plan B Plan**.

Step 1 — Select the Policy Configuration menu option



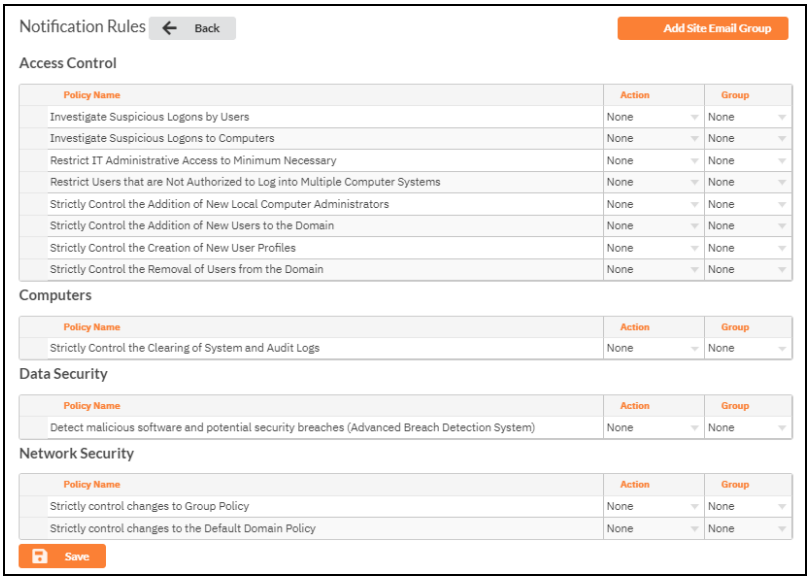
Step 2 — Assign the "Plan B" Plan to the Cyber Hawk Site

1. Select the **"Plan B" Service Plan**.



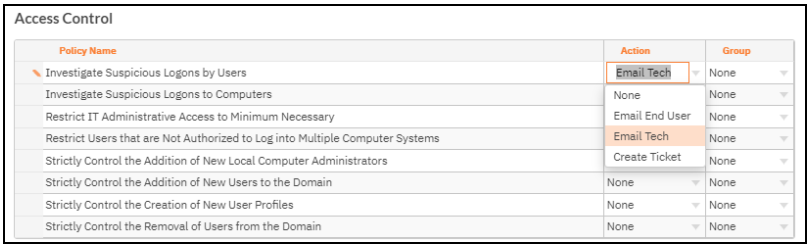
2. Select the **“Next”** button.

   The **Notification Rules** user interface will be displayed.



Step 3 - Set up the Alert **Notification Rules**

1. For each **Security Policy** in the **Policy Name** list, select and assign the **Action** to be **“Email Tech”** or **“Email End User”****

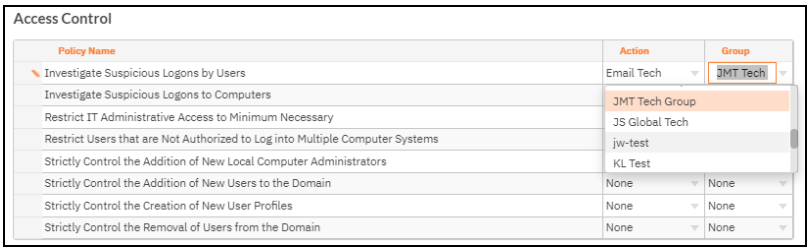


***End User Notification Action Assignments** (optional) – When configuring the **Notification Rules** for the following three policies, consider having **Alerts** sent to your client’s management team members assigned to the **“End User” Email Group**:

- Investigate Suspicious Logons by Users
- Investigate Suspicious Logons to Computers
- Restrict Users that are Not Authorized to Log into Multiple Computer Systems

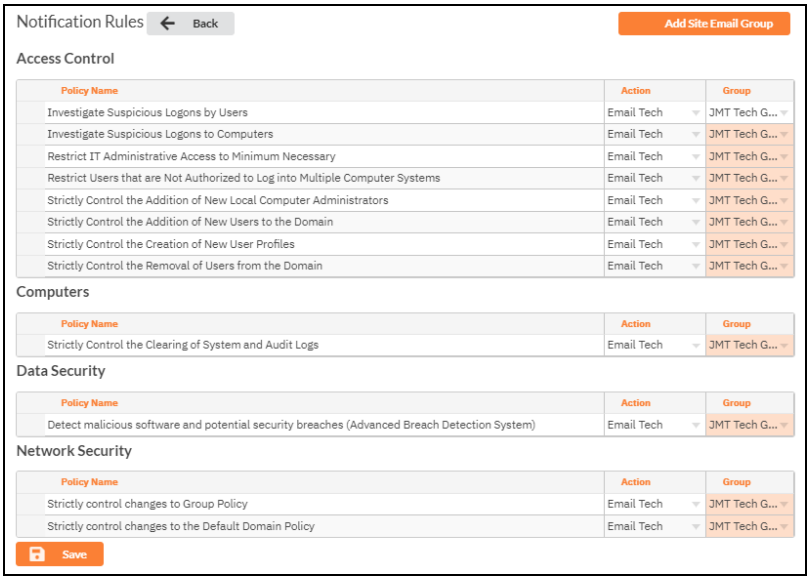
2. For each **Security Policy** in the **Policy Name** list, select and assign the **Group** to be the **"Tech" Email Group**, or **"End User" Email Group** created in the create **Email Group** configuration step previously performed.

REFER TO THE SCREEN SHOT ON THE NEXT PAGE

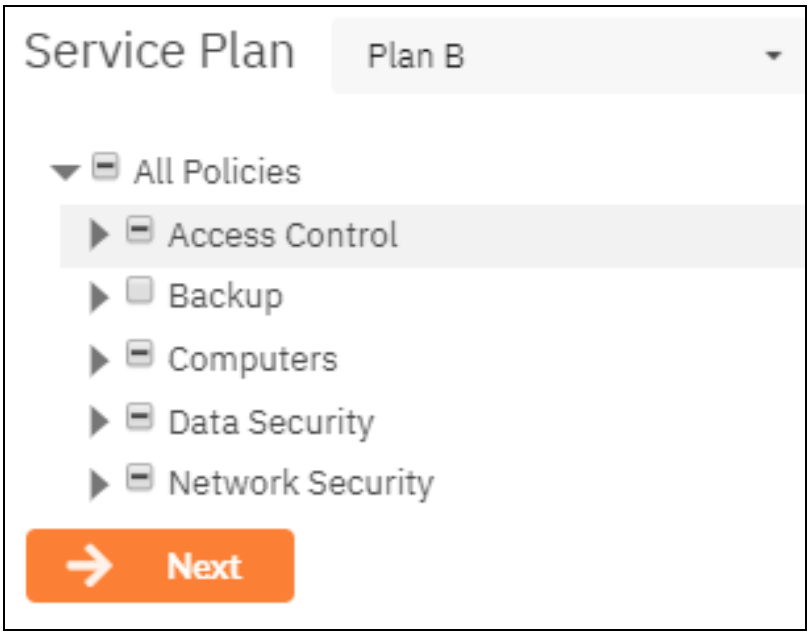


Step 4 - Save the Policy Configuration's Notification Rules

1. After all **Actions** and **Groups** have been assigned, select the **"Save"** button located below the **"Notification Rules"** table.



2. After the **Notification Rules** has been saved, the user will return to the **Service Plan Policy Configuration** page.

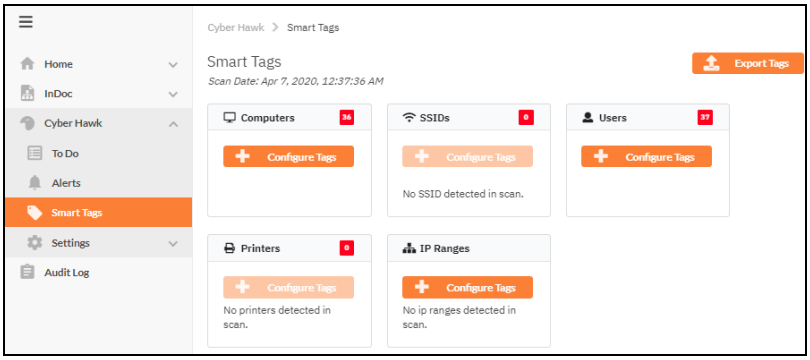

Service Plan
Plan B
All Policies
Access Control
Backup
Computers
Data Security
Network Security
Next

Assign the “Single Desktop User” Smart Tag to All Network Users

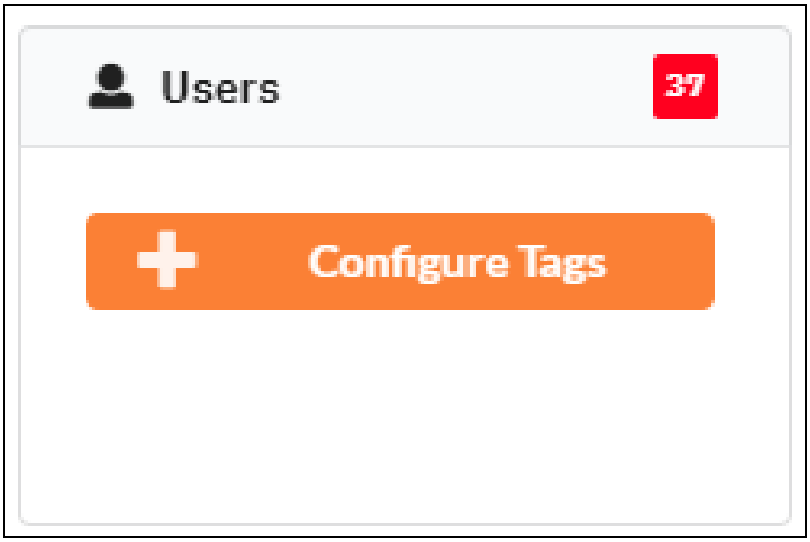
In this step you will assign a Smart Tag to all network users of your client’s network that are not authorized to access more than one computer on the network.*

Note: IT Administrators of the network may be excluded from being Smart Tagged as a “Single Desktop User”.

Step 1 — Select the Cyber Hawk > Smart Tags menu

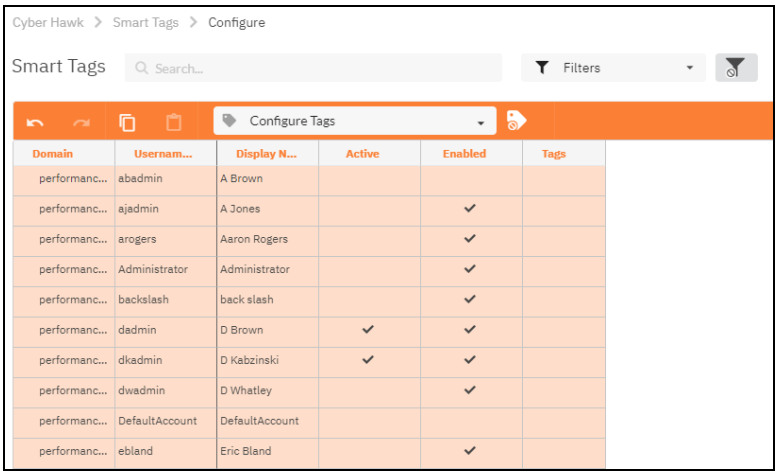


Step 2 — Select the Users > Configure Tags button located on the Smart Tags page



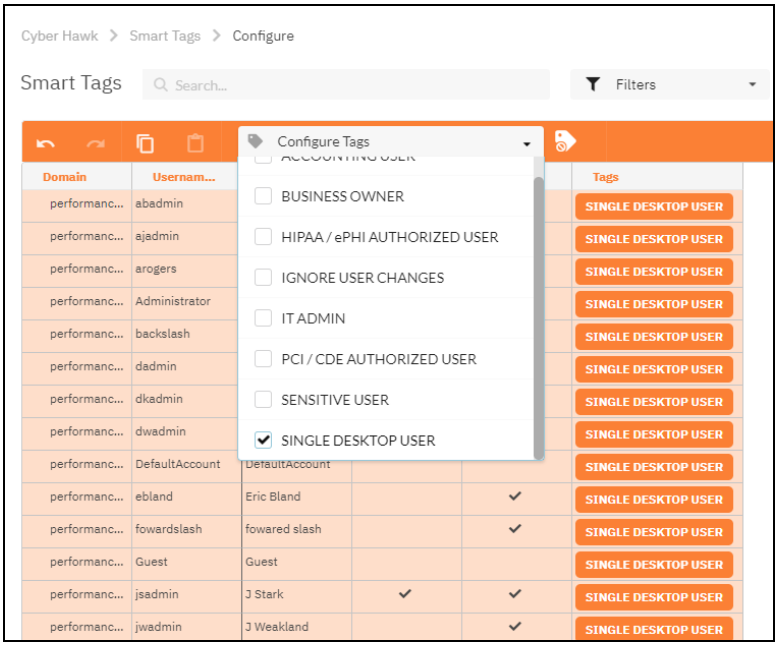
Step 3 - Select all network users listed on the *Users* Smart Tags page

Use the multiple row selection feature to select all network users listed on the *Users* Smart Tags page.



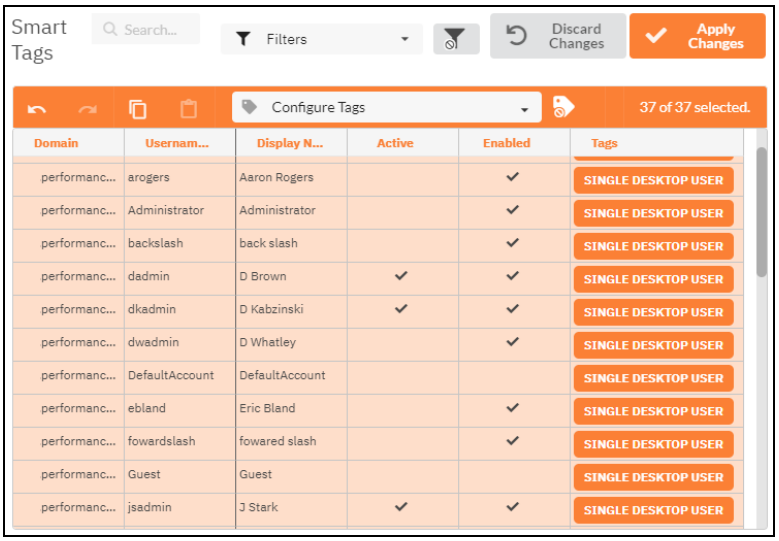
When using the multiple row selection feature, the network user list will be highlighted in *orange*.

Step 4 - Select the *Configure Tags* menu and select the *"Single Desktop User"* Smart Tag



The Single Desktop User Smart Tag will be assigned to the selected network users.

Step 5 - Select the *Apply Changes* button to save the *"User"* Smart Tags settings



After the changes to Smart Tags are applied, a "Tags Saved" confirmation message will be presented. The **Plan B** setup process is now complete.