

# Attachment One (1)

to

Technological Crime Advisory Board Agenda  
February 28, 2018

*Minutes from November 27, 2017 meeting*



# OFFICE OF THE ATTORNEY GENERAL

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## MEETING MINUTES

**Name of Organization:** Technological Crime Advisory Board

**Date and Time of Meeting:** November 27, 2017 at 10:00 a.m.

**Place of Meeting:** Video Conferenced Between:

Attorney General's Office  
 Mock Courtroom  
 100 N. Carson Street  
 Carson City, Nevada

Attorney General's Office  
 Sawyer Building, Room 4500  
 555 E. Washington Avenue  
 Las Vegas, Nevada

### Attendees:

Las Vegas:	Carson City:
<p><b><u>Members in Attendance:</u></b>            Jacob Cinco, U.S. Secret Service            Capt. William Scott (proxy for Deputy Chief Christopher Darcy), LVMPD            Senator Moises "Mo" Denis            Bill Olsen, NV Energy</p> <p><b><u>Members Absent:</u></b>            Renato "Sonny" Vinuya</p> <p><b><u>Guests in Attendance:</u></b>            Laura Tucker, AGO</p>	<p><b><u>Members in Attendance:</u></b>            Adam Laxalt, Attorney General, Chair            Edward Grassia, Washoe County School District            Chris Lake, Nevada Hospital Association            Patricia Cafferata, Executive Director</p> <p><b><u>By Phone:</u></b>            Shannon Rahming, Enterprise IT Services</p> <p><b><u>Members Absent:</u></b>            Jerry Baldrige            Andrew Campbell</p> <p><b><u>Guests in Attendance:</u></b>            Catherine Krause, AGO            Bob Dehnhardt, Enterprise IT Services</p>

- Swearing in of new or reappointed Technological Crime Advisory Board members.**  
 Attorney General Adam Laxalt swore in Senator Moises "Mo" Denis.
- Call to order and Roll Call.**  
 Meeting called to order at 10:00 a.m. Roll call was taken by Marsha Landreth and a quorum was present.

3. **Public Comment. Discussion only.**

No public comment.

4. **Welcome and self-introduction of Technological Crime Advisory Board members.**

AG Laxalt welcomed everyone to the meeting, and members introduced themselves.

5. **Approval of minutes of July 26, 2017 meeting.** (*Attachment One (1), Minutes from July 26, 2017 Meeting*). **Discussion and possible Action.**

AG Laxalt asked for approval of the July 26, 2017 meeting minutes. Chris Lake moved to approve the minutes. Bill Olsen seconded the motion, and the motion passed unanimously.

6. **Report on outreach to broadcasting entities and development of a Spanish Public Service Announcement (PSOA) for the board. Discussion and possible Action.**

Senator Moises "Mo" Denis.

Senator Moises "Mo" Denis has been in discussion with Telemundo. He asked whether we already have a script in English that Telemundo could use to create a Spanish version. He has also approached the University of Nevada System to see if they could help produce something in Spanish. Patricia Cafferata indicated that Monica Moazez has been working on an English version, but it was not ready for presentation at this meeting. It will be ready to be circulated prior to the next meeting. The topics for the Public Service Announcements (PSAs) being considered are Notarios, ID theft, cyber security, phishing, and skimming. A short discussion was held on whether skimming was geared toward businesses or consumers. It was determined that in general, it was important to make both groups aware of the existence of skimming. The devices have become more sophisticated and harder for both business owners and the consumer to detect.

The consensus is that three or four 30-second commercials were needed. Senator Denis can also check with Telemundo, to see what types of complaints it has been receiving. Cafferata will contact Rod Swanson (AG Chief of Investigations) to see what types of complaints our office receives, to recommend topics for the PSAs. Previously, Nevada Broadcasters Association made a presentation to the Board on English-only PSAs. Denis intends to contact them to determine their interest in assisting the Board with Spanish versions.

7. **Chief Information Security Officer Update.**

Bob Dehnhardt, State of Nevada Department of Administration Enterprise IT Services, Chief Information Security Officer (CISO).

Chief Information Security Officer Bob Dehnhardt stated that he was pleased to hear that we were proceeding with reaching out to the citizenry. Recently, he read that 41% of all reported cybercrime involved some aspect of social engineering, such as phone calls. There is no technology that can be put in place to defend against these calls, as it is all "gray matter" and depends entirely on the training and awareness of the target identifying that "something is not right" and thus defending against it.

Dehnhardt believes the Board's focus on public and the general end users is appropriate. When we are talking to organizations and businesses, security awareness needs to be



brought up because there are aspects to security awareness beyond phishing and phishing prevention. He has seen instances where an organization had a security process that was not followed properly that put information at risk and caused unintentional exposure. These include: the use of tools for storing data combined with the information being placed into the wrong field (which was published by various means and unintentionally exposed), and/or employees taking company or government-issued laptops on vacation and the laptops being stolen (they should not be taking that equipment with them and creating an unnecessary risk). Dehnhardt indicated he would be willing to review the materials we have been presenting to the Chambers of Commerce and making suggestions for improvements, if needed.

**8. Report on Board's cybersecurity outreach to small businesses.**

Laura Tucker, Deputy Attorney General, AGO.

AG Laxalt congratulated Deputy Attorney General Laura Tucker on the cybersecurity trainings she developed. The outreach programs have been very well received, and he knows she put a lot of personal effort into it. AG Laxalt thanked her on behalf of the AG's Office and stated that the Board appreciates it as well.

Tucker reported that during the month of October, we presented trainings to seven Chambers of Commerce: Carson City, Minden, Fallon, the Latin American Chamber of Business in Reno, Boulder City, the Asian Chamber, and the Latin Chamber in Las Vegas. During the outreach programs, we generally had about three speakers at each meeting. The presenters included a representative from the Attorney General's Office, an IT professional, and a local law enforcement officer. Almost every member present today attended at least one of the meetings and some of those absent today also helped. These training participants include:

Alan Cunningham, Washoe County School District,  
Detective Sam Hatley, Carson City Sheriff's Office,  
Investigator Ed Garren, Douglas County Sheriff's Office,  
Andrew Campbell, Churchill County School District,  
Catherine Krause, Nevada Office of the Attorney General, Information Technology Chief,  
Sheriff Ben Trotter, Churchill County Sheriff,  
Chris Lake, Nevada Hospital Association,  
Detective Dennis Carry, Washoe County Sheriff's Office,  
Bill Olsen, NV Energy,  
Sergeant Jefferson Grace, Las Vegas Metro,  
Jacob Cinco, U.S. Secret Service,  
Lucas Tucker, Nevada Office of the Attorney General, and  
Wade Beavers, Nevada Office of the Attorney General.

Each individual spoke about their area of expertise. The presentation lasted anywhere from 20-30 minutes to an hour and 15 minutes. The smallest group of attendees was five people, the largest 80. Generally, the groups fell into the range of 20-30 attendees. A Tool kit was handed out that included different tips for how to protect yourself and your business from cybersecurity threats. We also provided a checklist about NRS 603A, which included the

steps to take to ensure that your office was compliant in the event of a data breach. As far as the evaluations and feedback we received, the highlights were that the presentation contained helpful information and that many people learned something that they did not know.

Tucker stated that we received a request to have someone in the future that speaks Spanish for the Latin American Chamber. The next potential cybersecurity training event is in process of planning by the Nevada Consumer Affairs Division for March 2018. They requested a 30-minute presentation. Tucker also had an inquiry from an individual insurance agent to present to his clients. AG Laxalt stated that it would be more appropriate to present to a group of insurance agents rather than an individual. AG Laxalt also suggested that the members consider other groups we could present to, now that we have a prepared format. Tucker also mentioned that the larger chambers, e.g. Henderson and the City of Las Vegas were going to take it to their members for consideration. The concern for the larger chambers is that their agenda is set up so far in advance that October was not enough notice for them to arrange an event. We would need to think about planning for 2018. AG Laxalt addressed Senator Denis on whether he wanted to reach out to some of the Spanish caucus members and see if they have issues they would like us to address. Tucker will give Senator Denis a list of topics to discuss.

**9. Report on Notarios Brochures.**

Laura Tucker, Deputy Attorney General, AGO. (*Attachment Two (2), Notarios brochures in Spanish and English*).

Laura Tucker stated that the Home Again program funded printing the Notarios brochures in both Spanish and English. There are still a couple of typos in the Spanish version, but that might simply be a question of different dialects. The brochures have been distributed in the Carson City office, the Secretary of State's office in Las Vegas, and the Home Again guidance office. AG Laxalt suggested placing some with Legal Aid groups. It was mentioned that Judge Gloria Navarro is heading up a group of judges and lawyers on notario fraud. There is also a group in the Nevada Bar that is trying to handle some of these cases pro-bono. Senator Denis suggested another location for distribution of brochures is the Ombudsman for Minority Affairs with the Office of Business and Industry, and he'll put together a list of others places for distribution. Tucker will check with the Governor's Office to determine, if there's an individual there who could assist with distribution. Her plan is to correct and print additional brochures.

**10. Presentation of options and costs for online video training.**

Catherine Krause, Information Technology Chief, AGO.

Catherine Krause stated that there was discussion at the last meeting regarding this committee developing some kind of internet-based cybersecurity awareness training. Discussions included filming a video of some of the presentations that could be given around the state, or delivering similar internet training for individuals. Krause conferred with Monica Moarez, AGO Communications Director, and the most effective option both in usefulness and cost might be to produce several shorter videos on specific topics such as phishing, and making the videos a couple of minutes long, rather than 20 minutes or longer.



Several of the presenters could be video-recorded, and if the presentations are short, they could be filmed with a high quality cell phone. For a longer video, professionals will need to be involved and arranging funding would be necessary.

It might be more of a professional video when it is longer and includes multiple speakers. Moazez thinks it might cost in the \$1,000 - \$1,500 range to do something like that. AG Laxalt asked how much money the Board has and Krause and Moazez thought it might have half that. Cafferata stated that perhaps \$10,000 is available. Krause stated we would then have the ability to do all of these options and would not have to do either/or. The committee also talked about doing a live broadcast of the training, or an online town hall type of meeting. A live broadcast would probably be similar in cost if it was professionally filmed. For a live broadcast, there are three primary options: YouTube Live, Facebook Live or Periscope, which integrates with Twitter. These options allow live feedback/chat. They take a video production crew and would also need someone to monitor the broadcast for any questions that others may ask. Another option is a live streaming service, i.e., LiveStream, or similar webinar-type company. Those services usually have a fee of approximately \$100 per month. To do this on a regular basis, it might be something to consider unless we are thinking of a one-time town hall type of meeting because of the monthly fee. LiveStream offers more services, but they are not practical for a one-time presentation. AG Laxalt suggested three or four 2-5 minute professionally prepared videos would be more practical. Cafferata suggested that since we already have AG Facebook and YouTube sites, we could put up links directing traffic to the videos.

**11. Meetings set for 2018 at 10 a.m. in the Attorney General's offices:**

- February 28, 2018
- May 10, 2018
- August 15, 2018
- November 14, 2018

**12. Public Comment. Discussion only.**

Shannon Rahming mentioned classes scheduled at UNR next year, and Senator Denis stated that perhaps film students would be interested in filming some PSAs for us. He will check and report back to the group.

**13. Adjournment.**

Senator Denis moved to adjourn, Jacob Cinco seconded, and the motion passed unanimously. The meeting adjourned at approximately 10:55 a.m.

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*Minutes respectfully submitted by Marsha Landreth and Tarah Sanchez, Office of the Attorney General.*

# Attachment Two (2)

to

Technological Crime Advisory Board Agenda  
February 28, 2018

*Skimmers Brochure*



## Skimmers and Identity Theft

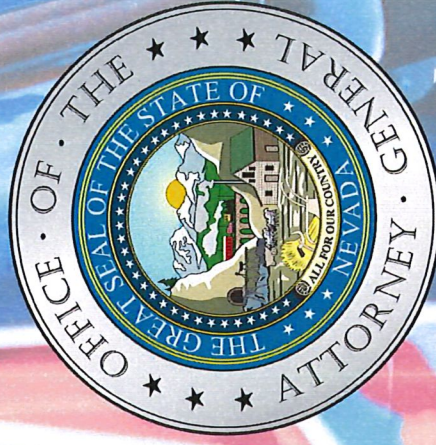
A skimmer is a device used to copy payment card numbers and personal identification numbers (PINs), by capturing both the magnetic strip data and the PIN entered. Skimmers are installed at merchant locations, point-of-sale (POS) devices, automated teller machines (ATMs), and stand-alone kiosks.

Thieves may steal credit and debit card information for multiple reasons. Generally, a person's information is resold online or used for purchasing items. The people stealing this information may be local criminals, international organized crime syndicates, or terrorist groups.

Skimmers are difficult to spot, even for trained law enforcement officers.

Devices vary in shape, size, and design, and may be paired with small cameras designed to capture even more personal information. Skimmers tend to be unobtrusive and may look legitimate.

# Skimmers: Protect Yourself



## Office of the Nevada Attorney General

ADAM PAUL LAXALT  
Attorney General

### Contact Us:

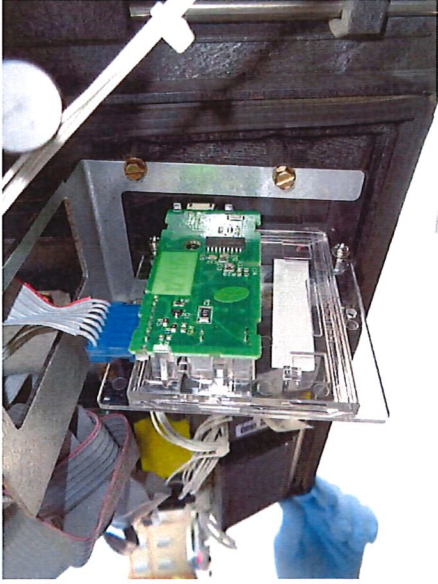
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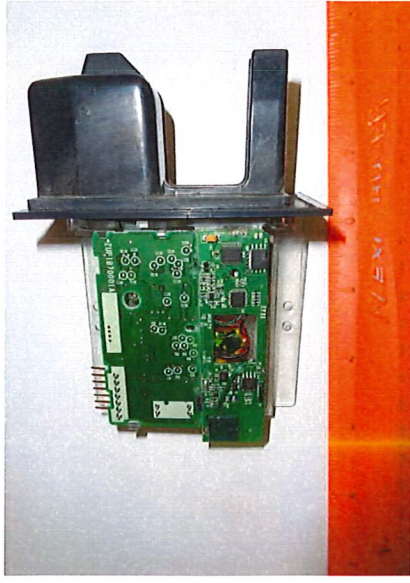


## ATM Skimmers

- \* Keep your wits about you when you're at an ATM. Avoid standalone cash machines, as these are usually easier for thieves to target, and stick instead to ATMs that are physically installed in a bank.
- \* Lightly tug the area of the card slot. Many overlays use double-sided tape for quick installation and removal.
- \* Examine above and around the PIN pad for a small pinhole camera. These are also generally installed with double-sided tape.
- \* Be on the alert for individuals who appear to be tampering with the terminal, who are spending a large amount of time around the machine without making a transaction, showing up multiple times at the machine over a short period, or those who are using the ATM and intentionally covering their faces with sunglasses, scarves, or hats.

## Gas Pump Skimmers

- ⇒ The most common type of gas pump skimmer includes an overlay over the card slot and/or PIN pad. A device may also be placed inside the gas pump.
- ⇒ Inspect that the red security label is not broken on the pump. If it is torn, this is a sign of tampering.
- ⇒ Look for excessive or out-of-the-ordinary electrical tape.
- ⇒ The gas pumps that are farthest away from the store and out of view of security cameras are most commonly targeted.
- ⇒ Lightly tug on the area of the card slot. Many overlays use double-sided tape for quick installation or removal.
- ⇒ Pay attention to individuals who look to be tampering with parts of the gas pump, or who are at the gas pump for long periods of time.



## More Tips to Minimize Your Risk

- ◇ If you locate a skimming device, do not remove it; contact the store manager and law enforcement instead.
- ◇ Cover the PIN pad while you enter your PIN. This will help block the view of a camera that may have been installed around the pad.
- ◇ Consider using a credit card rather than a debit card. Credit cards offer more protections than debit cards and are not linked to physical funds.
- ◇ Be especially vigilant when withdrawing money on weekends, as thieves tend to strike when they know the bank won't be open again for more than 24 hours.
- ◇ Keep a close eye on your bank statements, and dispute any unauthorized charges immediately.