Challenges for Cyber Citizens in the 21st Century

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Abstract

The era of Industry 4.0 has brought about the revolution in the cyberspace – a space that connects millions of individuals and organizations across the world. Along with the opportunities for expansion and progress, cyberspace presence brings with it the serious and deeper challenges of cyber security in the form of cyber-crimes, cyber-warfare, privacy issues, intellectual property and so on.

This paper explores the challenges of cyber presence and the imminent potential threats alongwith mitigation techniques that need to be adopted for addressing the threats from cyber crimes. Results of a perception survey on the awareness about cyber crimes are also discussed.

Keywords: Cyber space, cyber crimes, Cyber presence, mitigation.

Introduction

The 21st century has been marked as the century of information and knowledge, and the drivers for these are the advancements in the information technology and globalization. These changes have a positive as well as a negative impact on individuals, organizations and society.

Information technology and latest techniques like Big Data, Business Analytics tools, Informatics and data mining etc. are being deployed to meet the challenges of designing efficient decision support systems. Hence the present environment is a combination of VUCA – (Volatile, Uncertain, Complex and Ambiguous) and Industry 4.0.
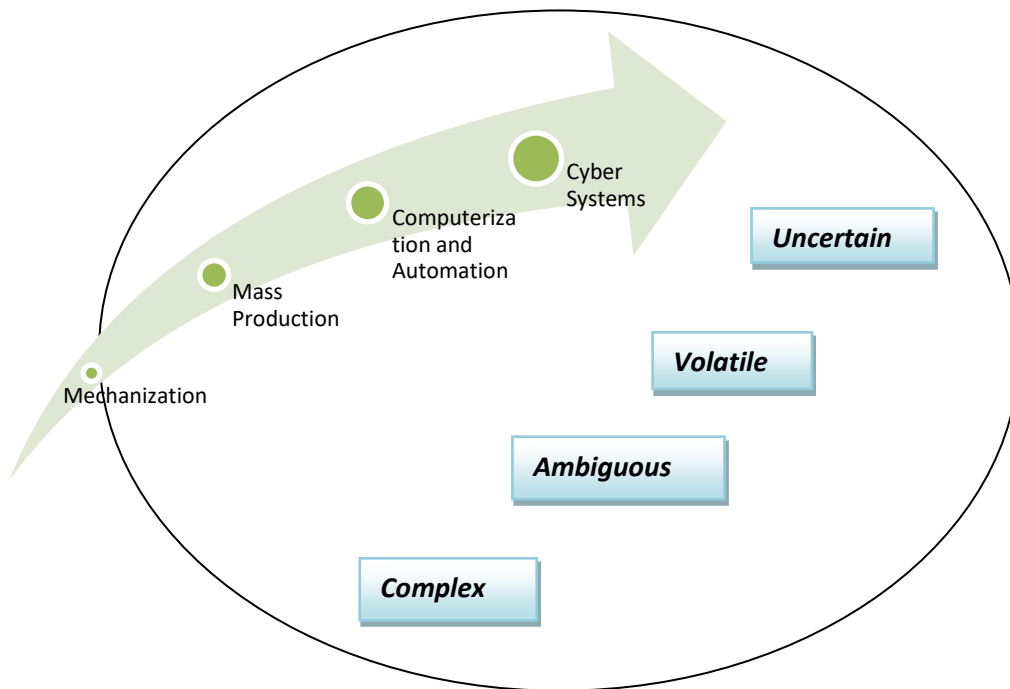
Figure 1: Industry 4.0 and the VUCA world

In VUCA world of 21st century, some of the challenges that organizations are likely to face are:

- Management of technology
- Managing workforce diversity - gender, generation, professionals etc
- Cyber security – awareness, safety and mitigation.
- Health and lifestyle management
- Leadership
- Change management
- Skills up-gradation for individuals
- Leadership
- Youth Employment

This paper addresses the issues related to cyber security as every individual and organization is having a presence today in the cyber space and is under the constant threat of being a victim of cyber crimes in some way or the other.   This paper discusses the facets of cyber security like – awareness, safety and mitigation regarding the cyber crimes and cyber security and aims to explore the issues related to the security in the cyber space or cyber world.

Cyber Revolution: Advances in technology have moved the world from real to virtual and now cyber world cyber space. As the operations in the cyber space are growing in volumes, there is an imminent need to ensure that there is enough security in this space.

Objectives:

  a)   To assess the level of awareness of individuals regarding cyber security and cyber crimes
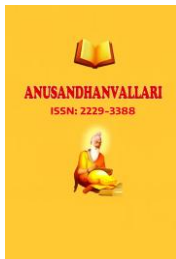
b) To identify the different threats faced by individuals and organizations in the cyber space of the 21st century

c) To suggest suitable policy measures for government and organizations and suggestions for individuals for ensuring cyber safety.

A pilot survey on awareness of individuals regarding cyber crimes was conducted and the results are discussed in the discussion section.

Background of the study:

Singh(2012), paper explores some key issues/aspects related to development of e-Skills, while attempting to provide some benchmarking tools by which European countries may be able to access their current and future challenges regarding e-Skills. Today's thief can steal more with a computer than gun and today's terrorist can harm more with a keyboard than a bomb. Chinese see cyber warfare as a tool to reduce the technological gap with the United States

Common terminology of cyber space related cyber crimes

A look at some of activities and their impact

Cyber crimes types:
Individuals face the constant threat of succumbing to cyber crimes like harassment through emails, cyber stalking and transmission of child pornography (Salem 2002)
Weapons used in cyber crimes:
Fraud, gambling, destroying work, stealing data, privacy issues, hacking are the means of committing cyber crimes
Cyber terrorism:
activities against the government, religious associations, non-profit organizations etc
Cyber warfare
Resorted to using computers to attack other computers or networks through electronic means, to conduct sabotage and espionage, steal Intellectual property

Methodology

A pilot survey of 61 individuals was conducted to find out the awareness levels regarding cyber crimes and mitigation techniques suggested to combat cyber crimes. The respondents were contacted through questionnaire circulated through Google forms.
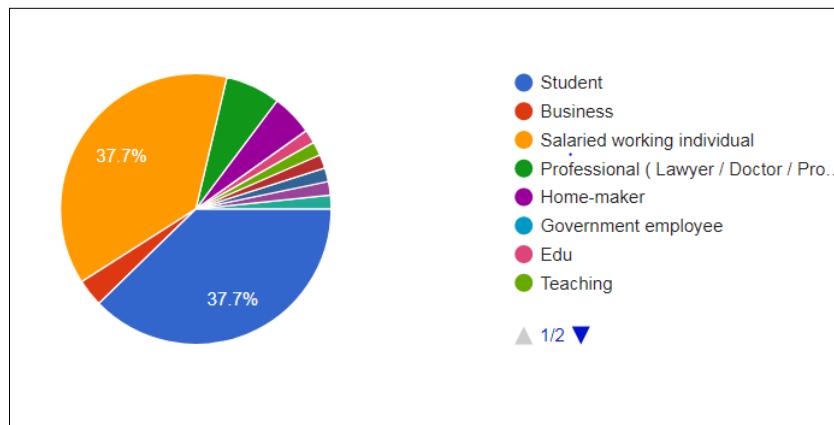
Discussions:

Age group of respondents: the sample consisted of respondents from all age groups
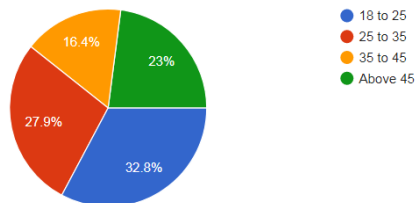
Place of residence: Respondents were a mix of rural, urban and metropolitan cities and even from the outside India
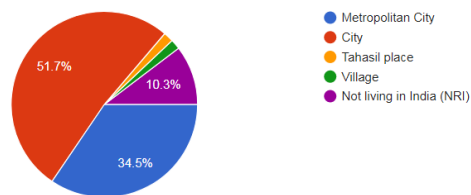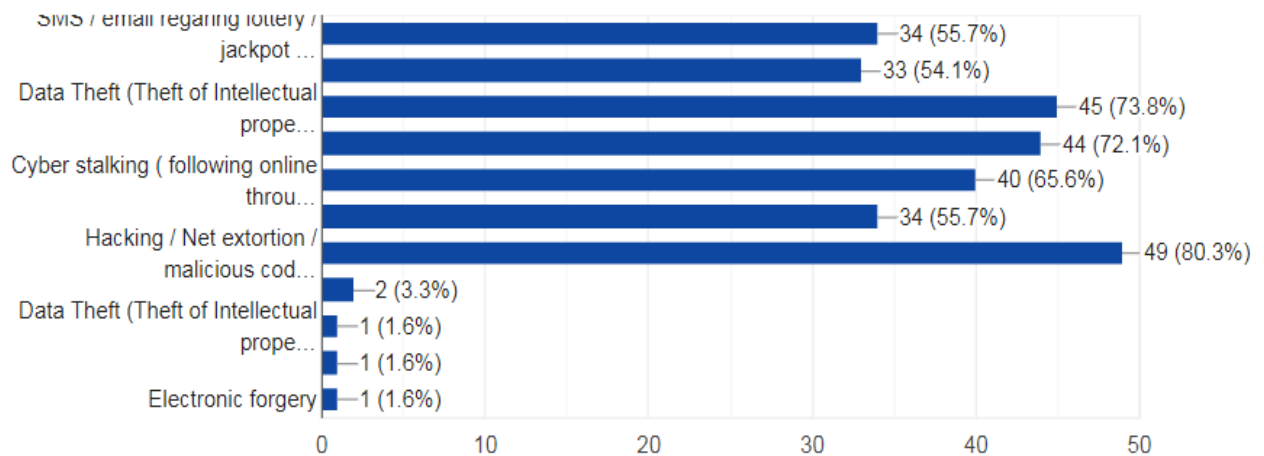

Occupation: Students, salaried individual, business men, government employees and even housewives, constituted the sample.
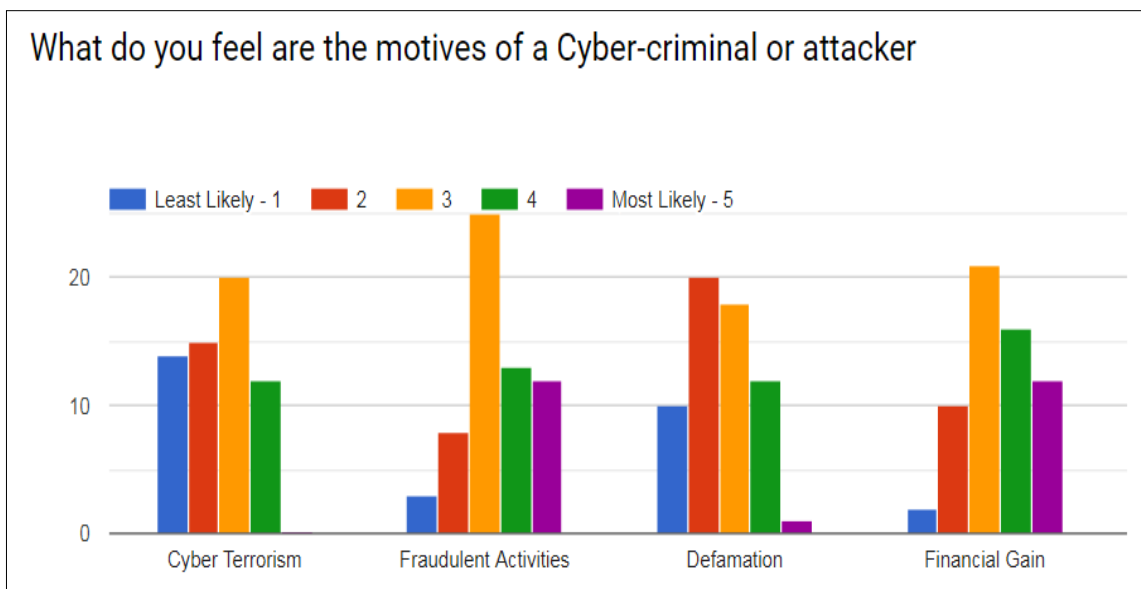

Nature origin of cyber crime:

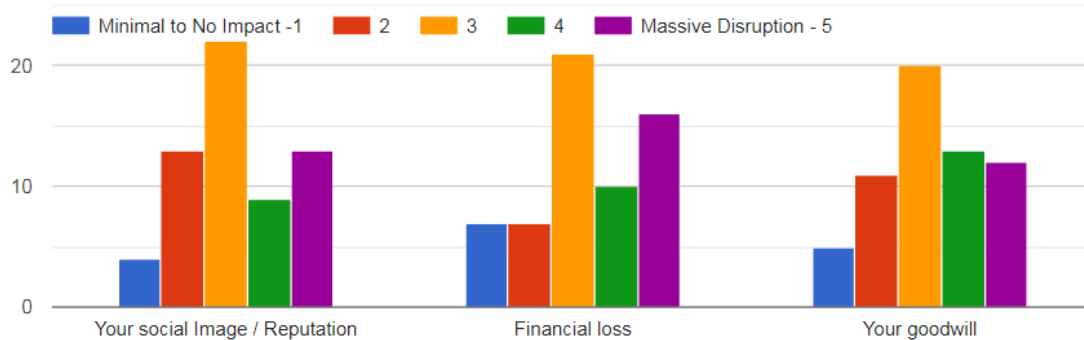## From Below options which of these you feel is a part of cyber crime ?

61 responses

Motives of cyber crimes

What do you feel are the motives of a Cyber-criminal or attacker

Impact

What can be the biggest impact of cyber crime on you ?

Legend: Minimal to No Impact -1 | 2 | 3 | 4 | Massive Disruption - 5

Victim?

Have you ever been a victim of Cyber crime in last 5 year ?

58 responses

- Yes 19%
- No 81%
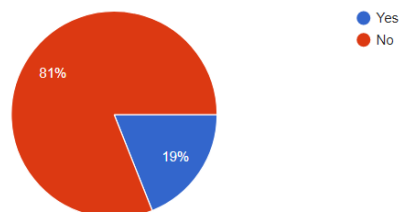
If you have been victim of cyber crime what was the nature of crime

61 responses

- Email based scams / spam — 16 (26.2%)
- — 5 (8.2%)
- Phishing / Social Engineering attack — 3 (4.9%)
- Financial extortion / stealing cash or … — 16 (26.2%)
- — 3 (4.9%)
- — 3 (4.9%)
- Never faced any issues — 33 (54.1%)
- SMS Spam — 1 (1.6%)
- — 1 (1.6%)
- Not yet — 1 (1.6%)
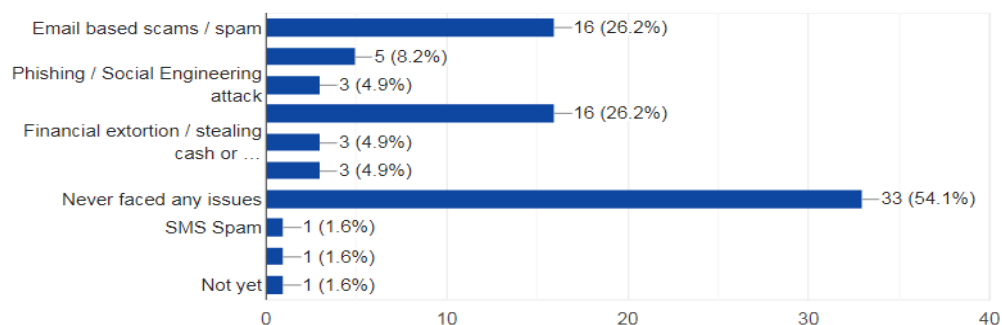
Actions taken by you

On identifying a cyber attack on you, what would you do first

61 responses

Reasons

What do you think are the reasons for the increased incidents of cyber-crimes in recent years?

61 responses

In your opinion are Law Enforcement Agencies (LEA) well equipped ?

Legend:
- No
- Yes They are equipped fully
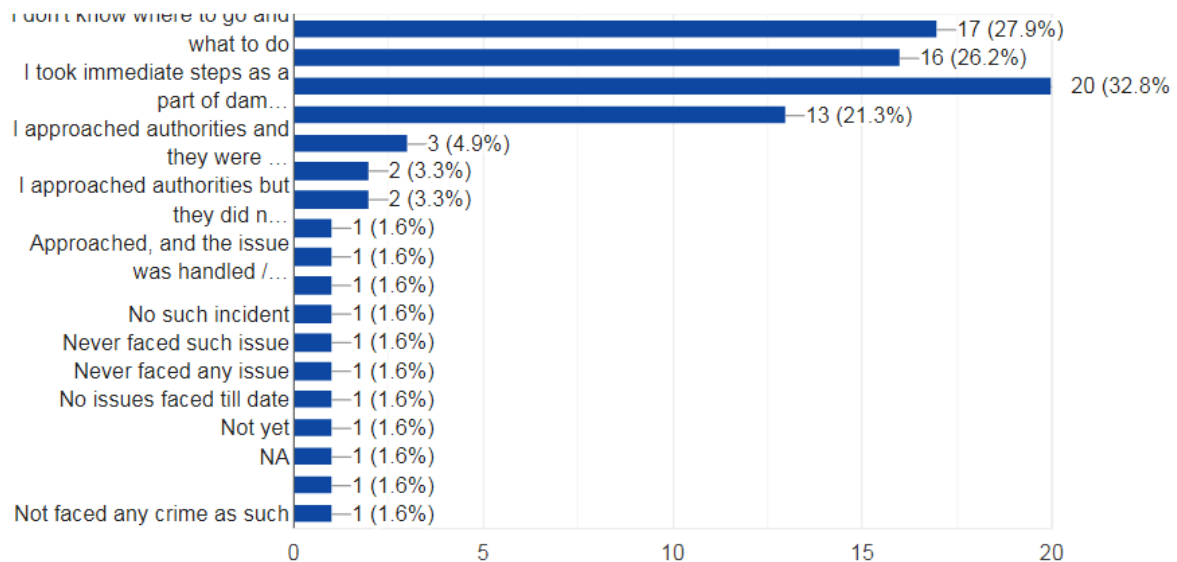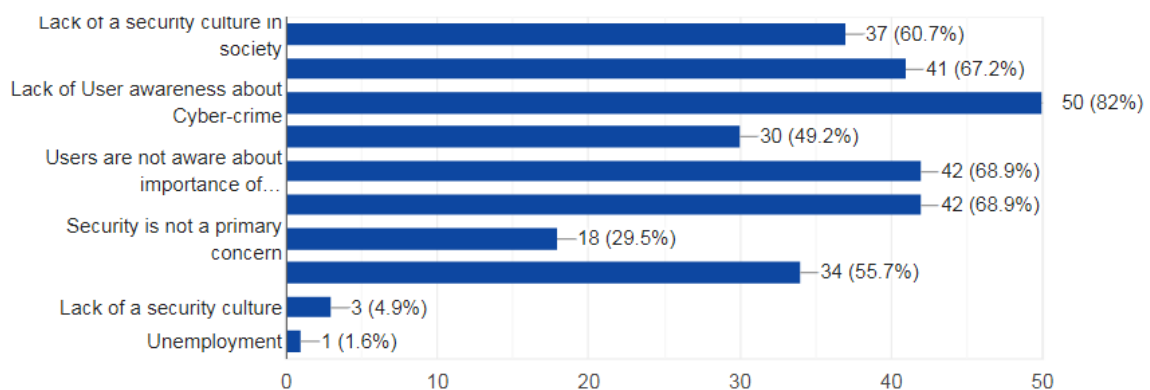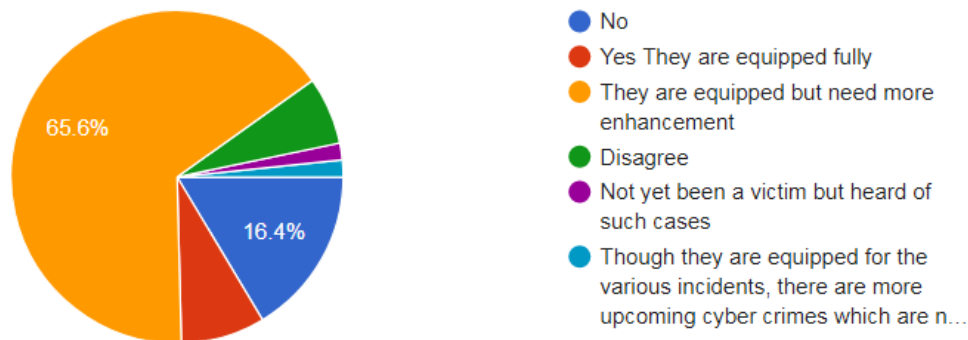- They are equipped but need more enhancement
- Disagree
- Not yet been a victim but heard of such cases
- Though they are equipped for the various incidents, there are more upcoming cyber crimes which are n…

65.6%

16.4%

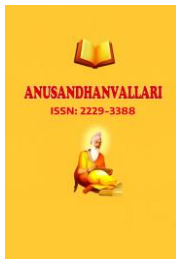**Majority feel they are not equipped**

Findings :

(i)   Inadequate awareness levels: 80 percent of the respondents agreed that the awareness levels were very poor. The awareness levels are up to 4 on a scale of 1-10 which is not satisfactory.

(ii)   Frauds and scams constitute majority of cyber crimes: A look at the statistics reveals that frauds constitute (% of cyber crimes)

(iii) Majority of respondents agree that there is minimal awareness and that measures should be taken for creating awareness, procedure of handling cyber crimes and consequences of cyber crimes.

(iv) Respondents agree that the Law Enforcement Agencies are not adequately equipped to handle the cyber crimes.

(v)   Reputation and financial losses are perceived to be on stake due to cyber crimes

Suggestions

A.   Suggestions for Govt. / Organizations

   i. There should be a separate department of cyber security and more skilled people should be hired. Also various awareness campaign should be organized to make the people aware about the importance of personal data

   ii. Cyber security subject has to be added to the curriculum of school students

   iii. Strict actions against cyber criminals to be taken

   iv. Repeated Advertisements on popular TV shows will help in creating awareness and warnings about cyber threats

   v. Trainings on Awareness and precautions to be actively conducted

   vi. Compulsory for Schools to conduct trainings on the aspect of social networking etiquettes

   vii. Helpline for addressing the cyber crime

   viii. Need mass level awareness messages to be given through TV, Radio,in theatres etc

    ix. Awareness drives for common people, especially senior citizens, who quickly panic upon receiving messages related to their bank accounts.

    x. SOME GUIDELINES

      1. How and what we need to share on social media guidelines need to be made aware to masses,

      2. Govt. should constantly take efforts to make awareness about Cyber Crimes and how to safeguard citizens,

      3. Govt. Agencies should have controls on Social media sites and impose strict controls to minimize Cyber Crimes,

      4. Peoples involvement is prime mover in this movement with guided controls and awareness will help to reduce and control the Cyber Crime in near future.

      5. As any crime may not be fully monitored and controlled but can be managed in such a way that it will give some symptoms before it exploits to masses.

    xi. Periodic checks and up-gradation of systems and software. Open source hackathon

    xii. Tighten internet security and avoid data theft. Create overall awareness

    xiii. Organisations likes banks should be held responsible for lac of security in the systems.

    xiv. ATMs and any Point of Sales should be under surveillance for anybody to tamper with them and should be caught. If frauds happens from POS they should be held responsible for the financial loss.

    xv. All apps should be mandated not to collect personal data.

    xvi. General awareness of the consequences of cyber crime.

    xvii. there has to be be softwares screening the content being uploaded and what damaging effect it could have on society but that should not lead to suppressing the voice of people on any account

In particular - **Suggestions For Organizations**

- Company rules on use of technology by employees
- Written copy of rules
- Training on use and safety of technology
- Better technology and training of personnel required to tackle high tech crimes
- Organizations should educate people on security practices, handling of sensitive data, transactions,
- Invest in security technology like, anti-virus software, technology, authentication services and intrusion detection technology
- Blocking telephone connections and internet connections
- Productivity measures: Cyber loafing should be controlled through devices
- Code of ethics and code of conduct
- Employees should be made aware about the policies regarding the use and abuse of the social media at workplaces.

B. Suggestions for Individuals

- should ensure there is least possibility of data leakage and keep our passwords strong and required to set several settings like incognito modes etc.

Conclusion:

What has been discussed is just a tip of the iceberg. It is in the interest of all to be aware about the threats posed by the cyber crimes. Organizations need to adopt the latest tools and techniques and also ensure that there are

enough safety measures in place while using them. The The role of government is a major one so as to ensure that the Law Enforcement Agencies are empowered to tackle the issue efficiently.

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Unsafe in cyberspace

- A bulk of the 225 cybercrime cases reported from Kerala between June, 2016 and February, 2017 relates to online stalking wherein women were abused on social media platforms
- Ernakulam tops the chart with 51 cases, closely followed by Thiruvananthapuram with 47 cases. Kottayam comes third with 19 cases
- Poor rate of detection is a cause for concern as servers of prominent social media sites are located outside India
- Officials say several of the accused live abroad and it is difficult to trace them
- Around 1,150 cases had been registered across Kerala in this connection between 2012 and 2016
- 15 police officers facing action for Facebook and WhatsApp posts

Student held for cyber crime

Staff Correspondent

HUBLI: In a joint operation, the Hubli police and the Cyber Crime Investigation Cell of Chandigarh solved a case reported from Hubli by arresting a 20-year-old hotel management student from Chandigarh.

The arrested student, Sahil Sharma, is the son of a senior Haryana Government official. He has been arrested on the charge of fraudulent use of credit cards of people residing outside the country.

The police action follows a complaint by Deepali Gotadke, who runs e-commerce site Clickhubli.com using which customers abroad send flowers and gifts to their friends and relatives in India. Ms. Deepali takes orders through payment gateway provided by a firm called CCNOW based in the U.S. In August and September 2008, she received three orders from Reji Abraham, a resident of the U.S. And as per the orders, three mobile handsets worth Rs. 75,000 were delivered to Komal Goel, a resident of Gurgaon in Haryana.

Although Ms. Deepali received the amount for the order, the firm which takes the order recovered the amount from her after Mr. Abraham claimed that he had not placed any order for the mobile handsets.

Ms. Deepali then started processing her orders carefully and got suspicious when she received orders for two more mobile handsets from the same email ID through which she had earlier received one of the first three fraudulent orders. These orders had been placed on behalf of Sheela Lane from Britain and Kerrie Sheldon from the U.S. and wanted the handsets to be delivered to Sahil Sharma in Chandigarh.

Ms. Deepali was able to trace the IP addresses of the computers from which the emails had been sent and got confirmation that the orders had been placed from India itself. She then filed a complaint with the Hubli police.

Hubli-Dharwad Police Commissioner N. Shivakumar sent a team to Chandigarh, who in a joint operation on January 8 arrested the accused by sending a courier boy as a decoy.

According to the Police, Sahil worked for an international call centre in 2006 where he used to sell mobile phones to international customers and note their credit card numbers for the company's record. Meanwhile, Sahil Sharma was released on bail by a Hubli court on Saturday.

युवक ने इंग्लैंड रहती युवती को अश्लील वीडियो क्लिप भेजा

फगवाड़ा, 29 जुलाई (जालंधर): फगवाड़ा के एक युवक की हरकतों की वजह जहां इंग्लैंड में हो रही है वहीं फगवाड़ा पुलिस ने युवक के खिलाफ फगवाड़ा में एन.आई.आर. नम्बर 146 दर्ज कर मामले की जांच शुरू कर दी है।

प्रकरण संबंधी पुलिस थाना सिटी के प्रमुख अमरीक सिंह चहल ने बताया कि जिला कपूरथला के एस.एस.पी. को भेजी गई शिकायत में आरोपी युवक जिसकी पहचान अनमोल सिंह चन्ना पुत्र नरिंद्र सिंह चन्ना निवासी मोहल्ला कम्बोज, खेड़ा मोहल्ला फगवाड़ा के रूप में हुई है पर आरोप है कि उसने एक युवती (इंग्लैंड) को कथित तौर पर अश्लील वीडियो क्लिप इंटरनेट के जरिए जहां भेजे हैं, वहीं उसके साथ गलत एवं बेहद गंदी शब्दावली में बातचीत की है। थाना सिटी प्रमुख चहल ने बताया कि आरोपी युवक के खिलाफ आरोप है कि उसने अपने बातचीत में कथित तौर पर हस्तमैथुन करते हुए अपनी वीडियो बना इंग्लैंड में रहती उसके परिचिती की भेजे हैं।

दर्ज पुलिस रिपोर्ट में पढ़ी अनमोल हरकतों का लम्बा अंदेश दे कई सनसनीखेज खुलासे कर फगवाड़ा पुलिस को सुचना दी है कि उपरोक्त मामला इंग्लैंड में कार्यरत सरकारी तंत्र के दृष्टिगत भी लाया गया है। इस प्रकरण संबंधी एस.एस.ओ. थाना सिटी ने बताया कि पुलिस मामले की सूक्ष्मता से पड़ताल कर रही है। यदि लगाए गए आरोप सही पाए गए तो आरोपी युवक को बख्शा नहीं जाएगा।