



**"How ITAM Benefits from the Zero-Trust Movement"**

Kyle Marks, CEO of Retire-IT



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**"The point of Zero-Trust is not to make networks more trusted; it's to eliminate the concept of trust."**

- John Kindervag



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**What is Zero-Trust?**

- Zero-Trust is a strategy, not a product
- Never trust. Always verify.
  - Assume a network breach is a given
  - Assume all activity is malicious
- Continuous robust authentication
- Network segmentation
  - Grant least-privilege access
- Log and inspect all activities



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### What is Zero-Trust for ITAD?

Zero-Trust is not about making <b>networks</b> more trusted	➡	Zero-Trust ITAD is not about making <b>vendors</b> more trusted
Network access is about <b>permission</b>	➡	Chain-of-custody is about asset <b>possession</b>
Segmentation of <b>networks</b>	➡	Segregation of <b>duties</b>
Continuous robust <b>authentication</b> (2-factor)	➡	Consistent robust <b>reconciliation</b> (2-key)

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### Trust-based ITAD

Characteristics	Challenges
<ul style="list-style-type: none"> <li>• Certified data destruction</li> <li>• Certified electronics recycling</li> <li>• Secure transportation</li> <li>• Chain-of-custody reporting</li> </ul>	<ul style="list-style-type: none"> <li>■ Incomplete, inaccurate inventories</li> <li>■ Conflicts of duties</li> <li>■ Poor process discipline</li> <li>■ Dubious indemnification</li> <li>■ Un- Fair Market Value</li> <li>■ Vanity metrics</li> </ul>

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### Ransomware: The New Threat

- Ransomware is malware that employs encryption
- Ransomware is designed to spread across networks and paralyze an entire organization.
- Numerous device types can be used to infect networks (not just computers) making ITAD a huge exploitable vulnerability.



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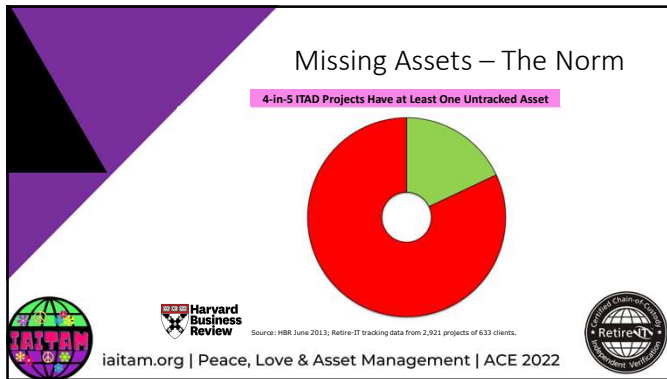
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### Key Questions to Ask

**When and How Would You Know?**

- Trusted **employee** steals an asset prior to a pickup?
- Truck **driver** steals an asset in-transit to a vendor?
- Trusted **vendor** fails to notify you of a loss or reports inaccurate serial numbers?
- Trusted **asset manager** falsely retires a missing asset rather than raise a red flag

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8

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### Key Implementation Steps

- Ensure proper separation of duties
- Stop sharing. Start comparing.
- Have assets held
- Two-key tracking (ideally disposal tags)

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### Separation of Duties

- ITAD is a team sport
- Incidents must be detected and resolved
- Asset managers are not magicians
- Incentives must be aligned properly

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10

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### Stop Sharing. Start Comparing.

- Never allocate and assume
- Never share your inventory with a downstream vendor
- Always reconcile your inventory against theirs
- Agree upon a robust and reliable reconciliation process
- Conduct man overboard drills





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11

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### Have Assets Held

- 93% of ITAD vendor inventories have issues:
  - Duplicate serial numbers
  - Missing serial numbers
  - Inaccurate descriptions
  - Comingled assets (other clients)
- A 2<sup>nd</sup> look corrects 99% of problems
  - You can't correct if assets get processed





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12

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### Use Disposal Tags

- Enforce pre-disposal policies
- Establish chain-of-custody
- Deter theft
- Delight auditors
- Thrill regulators









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13

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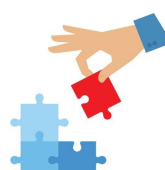
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### Implementation Tips

- Zero-Trust is a fresh start
- Involved stakeholders
  - (CISO, CIO, GRC, Ethics)
- Pick low-hanging fruit
- Don't dig in the past
- Anticipate objections
  - We have bigger fish to fry
  - We must get all assets in the CMDB first





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14

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### Best Practices for Zero-Trust ITAD


- Always tag - every project, every location
- Document data destruction before any move
- Don't let students grade their own test
- Ideally 3rd party independent verification
- Identify and resolve all incidents
- Conduct man-overboard drills

Key take-aways:

- Cut the risk tail off at the neck
- Never trust. Always verify.
- How more important than Who



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15

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Thank You



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