

Cisco supports business continuity during the COVID-19 pandemic. To support our customers and partners that are issuing work from home policies, Cisco is offering free services and training to support remote workers in these uncertain times.

Remote working security considerations:

Increased percentage of workforce suddenly mobile and no longer protected at the perimeter

- 81% of breaches involve compromised credentials
- 82% of users admit to not using VPN all the time
- 52% of respondents stated mobile devices are challenging to defend
- 27% of organizations are currently using multi-factor authentication (MFA)

COVID-19 Offers – (Umbrella, Duo & AnyConnect):

- **Product offer for existing customers:** Can exceed purchase user limit until July 1, 2020
- **Support:** Customers entitled to the same technical support they have purchased
- **Product offer for new customers:** Extended trial license periods (30 or 90 days from activation)

Umbrella Product offer without a current contract

- 14 Day trial requested via <https://signup.umbrella.com/> OR via the Umbrella Partner Console (UPC)
- All Trials can be extended to 90 days from trial activation date (through July 1, 2020)

Duo Product offer without a current contract:

- 30 Day trial can be requested at <https://signup.duo.com/>
- After the 30 days to continue use the customer would have to purchase a minimum of 10% of their current user population for 1 year. This will allow them to have unlimited users until July 1, 2020

AnyConnect:

- **Target:** Customers with ASA hardware running ASA image, with or without FP services
- **VPN Only License:** Free 90-day AnyConnect trial license. Customer can request this directly from the License Registration Portal
- **Plus/Apex License:** Customers can install additional clients without the need of new license file. Purchase needed to extend beyond 1 July 2020
- **No AnyConnect License:** Free 90-day AnyConnect trial license. Customer can request this directly from the License Registration Portal
- **Support:** All owners of Cisco firewall will be entitled to technical support regardless of what features are purchased on their firewall, so they will be able to get support from both the sales team as well as TAC related to these AnyConnect setup and deployment.

What Happens at the end of the Offer Period?

- At the end of the offer period, customers will either purchase the additional user licenses or reduce their usage to purchased user limits

Key Customer Challenges:

- As many companies move to a near exclusive remote workforce employees are accessing data differently and in many cases with different devices. Resulting in an attacker being able to easily conceal a malicious login without being detected
 - Currently seeing a spike in COVID-19 malicious emails with some cases using file names to entice victims to click attachments
 - Proving to be effective do to a large amount of legitimate emails related to COVID-19
- More Details in Talos Blog:
 - <https://blog.talosintelligence.com/2020/02/coronavirus-themed-malware.html>.

Questions to Ask – Beyond Remote Access:

- Do you currently have Multi-factor Authentication in place?
- What are you doing to protect users who are “off the network”?
- Have you embraced the cloud for mission critical apps (O365, Salesforce, Box)?
- How are you defending against Phishing and Ransomware attacks?
- What are you using to gain visibility into user behavior and potentially malicious sites they might be accessing?
- How are you validating the remote worker is who they say they are?
- Are you concerned with maintaining a consistent policy across your managed devices?

Resources:

- **Partner Community (Regularly Updated):** <https://community.cisco.com/t5/security-documents/cisco-security-responds-to-increase-in-remote-workers/ta-p/4044508>
- **Remote Worker:** <https://salesconnect.cisco.com/#/program/PAGE-16410>
- **Emergency COVID-19 AnyConnect License:**
 - <https://www.cisco.com/c/en/us/support/docs/security/anyconnect-secure-mobility-client/215330-obtaining-an-emergency-covid-19-anyconne.html>
- **Find your Cisco Account Rep:**
 - <https://camloc.cloudapps.cisco.com/WWChannels/CAMLOC/whoismyscorep.do>
- **Umbrella Partner Portal:**
 - <https://partners.umbrella.com>