

# Identity Theft Assistance Center - Case Study

## Securing Highly-Sensitive Personal Information

This is a real world case study of how AsTech Consulting helped secure an Identity Theft Case Management system.

### Background

The Identity Theft Assistance Center (ITAC) is a consortium of banks and financial institutions (including some of the largest in the country). They came together to form a cooperative entity to address and reduce the human and economic consequences of fraud and identity theft.

Companies such as Bank of America, Wells Fargo and Citigroup have recognized the value in working together with law enforcement agencies using a common platform to investigate identity theft cases.

### The Challenge

The ITAC research agents required access to very sensitive information pertaining to their customers. This Non-public Personal Information (NPI) required the *highest levels* of security and protection.

AsTech's responsibility was to ensure the case management system was secure and free of vulnerabilities.

### The Solution

AsTech was referred to ITAC by one of its founding members for the purpose of assessing the security of the case management system.

The exposures which were investigated included well known risks, such as:

- Authentication Hijacking
- Insecure User Identification Techniques
- Insufficient Password Complexity
- Insecure Encryption Algorithms

AsTech's comprehensive assessment methodology was utilized to investigate the vulnerabilities of the application. The full list of vulnerabilities AsTech's engineers searched for included the Open Web Application Security Project (OWASP) Top Ten vulnerabilities, and many more.

AsTech consultants also educated ITAC developers to help them understand the risks, and recommended source code changes to address the vulnerabilities.

### The Result

AsTech's superior expertise and knowledge, gained from ten years of experience, resulted in a more secure system, preventing hackers from gaining access to restricted customer information.

In order to stay ahead of the curve, AsTech performs periodic differential assessments as new functionality and enhancements are added.

***There have been no security breaches of the case management application to date.***



**“The work that AsTech Consulting does allows ITAC member companies to have confidence that sensitive personal information is secure.”**

***Anne Wallace, President  
Identity Theft Assistance Center***