

A blueprint to a secure workplace

Building a strong security culture





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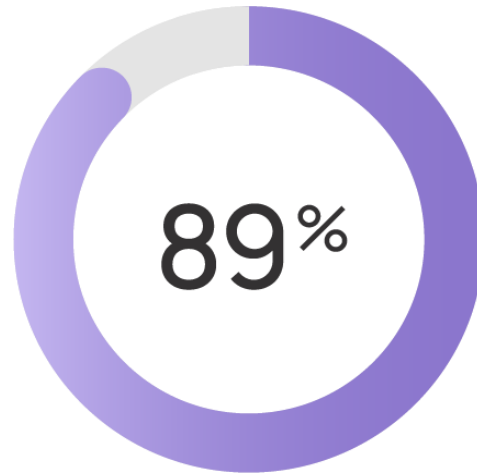
TIME TO GIVE YOUR OPINION



What % of CISOs are
prioritizing setting up a
security culture?

TIME TO GIVE YOUR OPINION

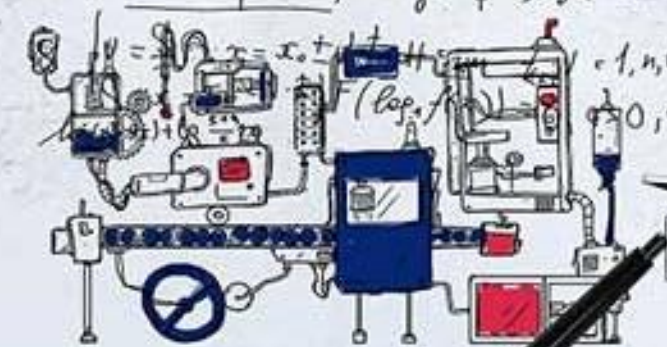
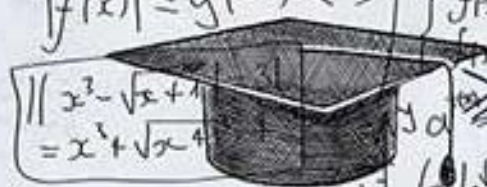
What % of CISOs are prioritizing setting up a security culture?



of security leaders say
that building a security
culture in their
organization is a priority



$$f(x) = \begin{cases} x, & x \geq 0 \\ -x, & x < 0 \end{cases}$$
$$f(x) = g(x) \iff$$



$$\log_a(x) = \log_a(b) + \log_a\left(\frac{x}{b}\right)$$

Idea!



WOW

LIKE



BUT THIS CAN BE DONE BETTER

Examples of **strong** security cultures

Report suspicious activity

Mindfully adhere to policy and process

Don't engage with malicious prompts

Consume messages, training and communication related to security

Immediately report **any error or omission**

Consider security & privacy requirements **in all initiatives**

Encourage co-workers to exhibit the same behaviours

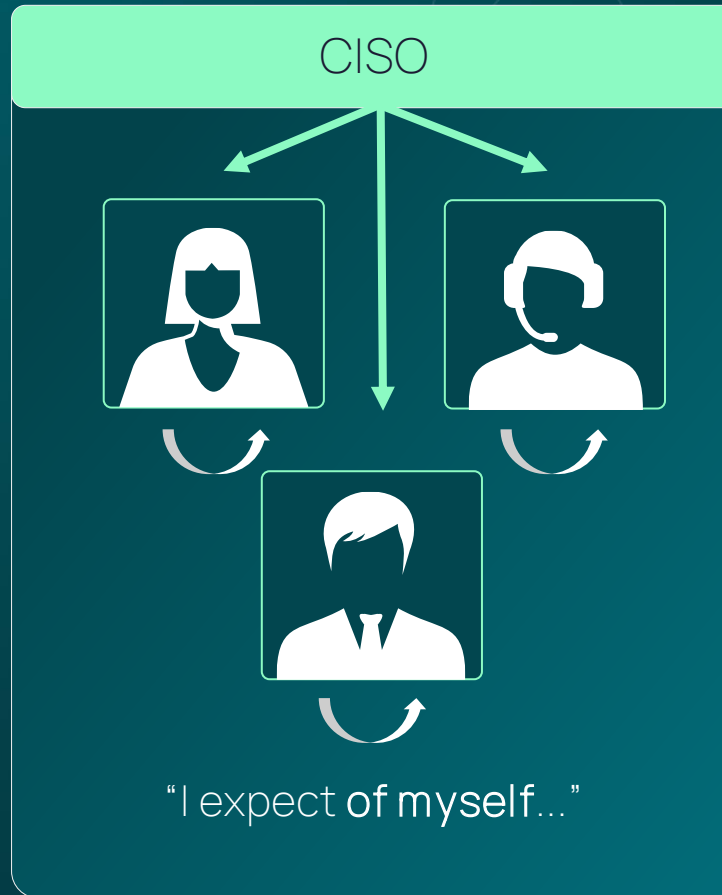
HUMAN RISK MANAGEMENT MATURITY

Getting to 'Culture' - Defining the stages of maturity

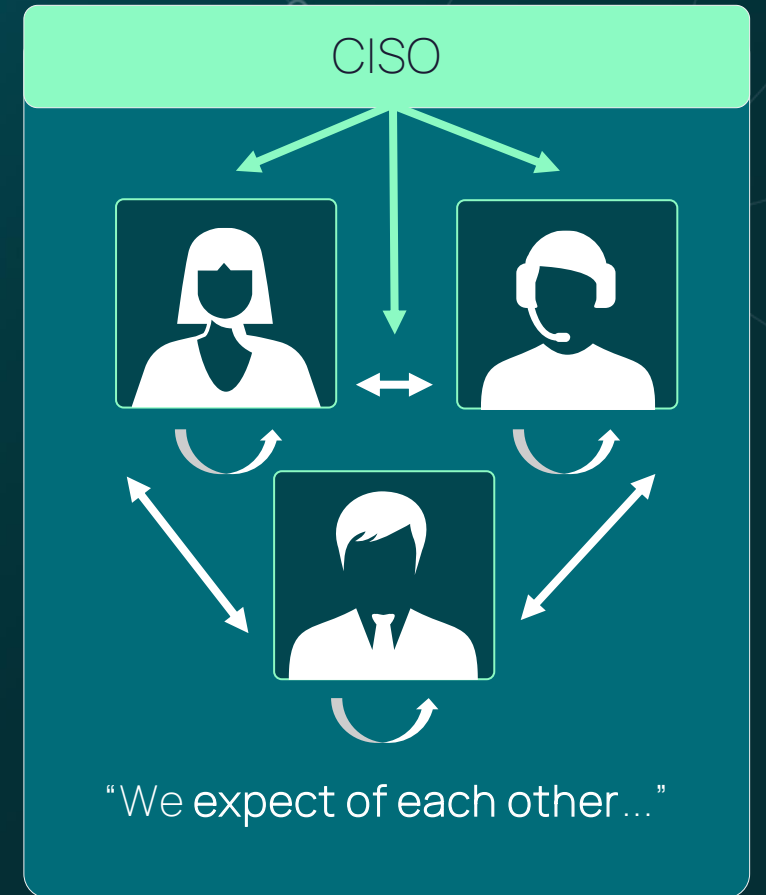
Awareness



Behaviour



Culture



THE FIRST STEP

How to move from **awareness** to **behavior**





SPEED
LIMIT
55

SPEED
ENFORCED
BY
AIRCRAFT

THE CONSEQUENCES

How to move from **awareness** to **behavior**



Consequence modelling



ANOTHER COMPONENT OF YOUR TOOLKIT

Embracing 'Just Culture'

- Creating assurance that staff are not 'the problem'.
- Demonstrating that punishment is a last resort, not the first one.

Human Error

Product of our current system design

Manage through changes in:

- Process
- Procedures
- Training
- Design
- Environment

Console

At-Risk Behaviour

A Choice: Risk believed insignificant or justified

Manage through changes in:

- Removing incentives for at-risk behaviours
- Creating incentives for healthy behaviour
- Increasing situational awareness

Coach

Reckless Behaviour

Conscious disregard of unjustifiable risk

Manage through changes in:

- Remedial action
- Disciplinary action

Punish

AND THEN:

Driving **behaviour** into culture

The creation of

Perceived

Positive

Peer pressure



A COMMUNICATIONS PLAN

Driving behaviour into culture

Deliverable	Description	Delivery Method	Frequency	Owner	Audience	Motivation	Ability	Complete?
Booster email	Email to highlight reasons for security to specific team	Email	One-Off	Level 1 Recruiter	All of HR	Yes	No	Yes
Tailgating awareness	Poster campaign to educate staff on procedures around tailgating	Poster	One-Off	Office of CISO	All staff in Ops building	No	Yes	Yes
Phishing	Phishing tests to all staff	Email	Monthly	Office of CISO	All staff (excl. Exec)	No	Yes	No
Phishing	Targeted spear Phishing tests to Exec	Email	Bi-Annual	Office of CISO	Exec	No	Yes	No
Intranet article	Article to highlight how security practices recently prevented a possible outage	Intranet	One-Off	Ops Line Manager	Ops staff	Yes	Yes	No

BACK TO BASICS

What is the blueprint?

- Create awareness with an aim to change behavior
- Establish trust with your population
- Ensure staff know why it matters, but are not personally afraid
- Create an expectation of adherence and engagement with proactive, positive messaging
- Embrace 'just culture'



“ Amateurs hack systems,
professionals hack people.

Bruce Schneier

Expert in Cryptography and Computer Security, Harvard University

Loved by customers



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