Employing a Human-centric Approach and the World's Oldest Audit System to Take your Security Program to the Next Level

From Insider Threat to Insider Trust

Karl T. Wagner   March 14, 2018   FISSEA

For me, it all started with a komodo dragon…

Bottom line

- I am inviting you to consider…

    Increasing the extent and depth of your human interactions in an era of increasing technology-induced isolation;

    Taking a "one-size-fits-one" approach with your colleagues, friends and family; and

    Applying higher level critical thinking to your interpersonal engagements.

Roadmap to the Human-Centric Approach

- To bring your Cybersecurity and Insider Threat programming to the next level, consider layering a flexible, <u>human-centric approach</u> *on top of* your existing technical foundation. Remember to be **A**lert, to **B**aseline, and to **E**ngage ("Approachable Abe").

- Employees have different learning styles, varied personalities, and various experiences with trauma that may impact how they absorb and retain the training. They are not (yet) machines and *require myriad approaches*. Therefore, as in "First Break all the Rules," <u>treat them fairly vs. equally</u>.

- 1+1+1> 3: Bring all stakeholders together – outside of their silos -- around a focus on the <u>insider</u> and <u>prevention</u> *(the new layer aka "Insider Trust"),* while simultaneously focusing on any specific <u>threats</u> and <u>remediation</u> *(the traditional layer aka "Insider Threat").*

- Give careful thought to the Critical Path Model; Liability and Duty of Care

# Where you Stand Depends on Where you Sit

- Work Specialties: IT, ITP, Security, HR, Training, Legal, Psychology / Psychiatry, Zoology?

- Personality Types: Extroverts vs. Introverts; Thinking vs. Feeling; Judging vs. Perceiving

- Past Trauma: Can color the Employee's Entire Universe (negatively and positively; PTS vs. PTG)

"Structured Flexibility"

- Adversarial / Collegial

- Punitive / Reformative

- Reactive / Preventative

- Checklist / Context

- Uniform / Tailored

- 2-dimensional (work only) / 3-dimensional (whole person concept)

Defining "Normal" and "Abnormal" through ABE: Alertness, Baselining & Engagement

"I walk slowly, but I never walk backward."

– Abraham Lincoln
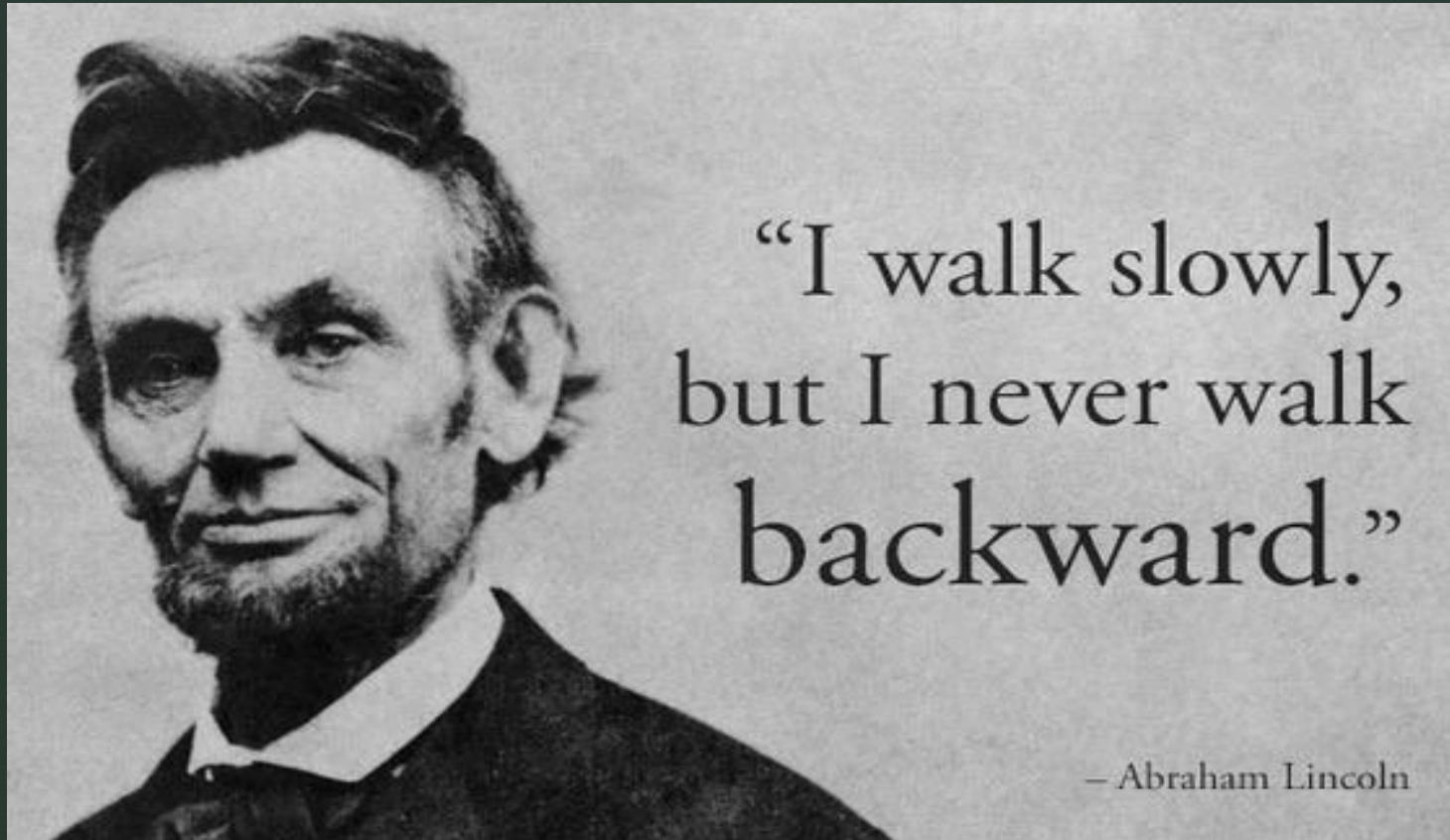
For me, it all started with a komodo dragon…

Ko Yao Yai (island) is the largest island in the Ko Yao Archipelago. The island group is in Phang Nga Bay in Phang Nga Province. Ko Yao Yai means "big long island". The other main island of the group is Ko Yao Noi ("little long island"), off Ko Yao Yai's north side and separated from it by a narrow sound.

The population of Ko Yao Yai is about 8,000. The population of Ko Yao Noi is about 4,500. The populations are mostly Sunni Muslim. The area of the archipelago is 137.6 km^2.

…and almost "Ended" with a Solo Glacier Hike

Drangajökull is the northernmost glacier of Iceland. It is situated southwest of the peninsula Hornstrandir in the Westfjords region. The glacier covers an area of 160–200 km^2 (62–77 sq mi), at an altitude of up to 925 m (3,035 ft). It is the only Icelandic glacier which lies entirely below an altitude of 1000 metres and also the only one that has not shrunk in recent years.

View on the way back to safety…..

Notional Training Program

- Increasing Self-Awareness: Personality Assessment Tools

- "Good" and "Bad" Stress; Post-traumatic Stress (PTS), Post-traumatic Growth (PTG)

- Cognitive and Sensory Distortions; Triggers

- Coping Mechanisms:

  - Healthy vs. Unhealthy Coping

  - Physical, Emotional, Mental, Spiritual Needs

- Selection and Examination of Top Three Personal Coping Mechanisms

- Implementation of Buddy System for Accountability

- Action Plan at Work, Including Commitment from Organization Leadership

4-minute exercise: Applying ABE in your work or home environment

- Take two minutes to <u>explain to a buddy how you plan to implement ABE</u> in your work or home environment. Switch roles after two minutes.

- Exchange contact information and pledge to be <u>accountability partners</u> to sustain ABE over time.

- <u>Sustainment</u>: Check in with your partner once or twice a month. No need to be "best friends" but trust is important. Complementary personality types can be particularly effective as a team.

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Back-up Slides

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Gaining new insight -- Cross domain comparison:

Cybersecurity

- Defense in depth / Multiple factors of authentication

- Diversity of tools (firewalls, endpoint detection, etc.)

- Cost varies

Human-Centric

Social connective tissue: Self / Peer to peer / First line supervisor / Audit System

Diversity: Approach tailored to employee's personality and preferences

Cost in time expended and opportunity cost