Human Behaviour and Security

Layer 8 Security overview

LAYER 8 SECURITY
THE HUMAN FACTOR

Identifying the issues with human risk and how current behavioural practices don't address the risks people present to organisations security posture

Improve knowledge retention to 75%

Reduce human risk by up to 87%

WHAT TO TAKE AWAY FROM THIS

- Human security "is" a serious business issue
- Humans are a major cause of security breaches
- It's "everybody's" responsibility to help mitigate the risks
- Current behavioural change methodologies don't work

BUSINESS FACTS

- As cybercrime increases in volume and severity, we need to look at the most effective ways of reducing risk
- It is costing the global economy nearly $1 trillion annually in direct costs alone
- Australia is ranked fifth in the number of exposed records by country at a whopping 20,035,981 - an average of 834,833 exposed records per breach
- Even a small ransomware attack can seriously impact the business

75%

Under the NDB scheme for Australia last quarter, 75 percent of attacks are caused by people

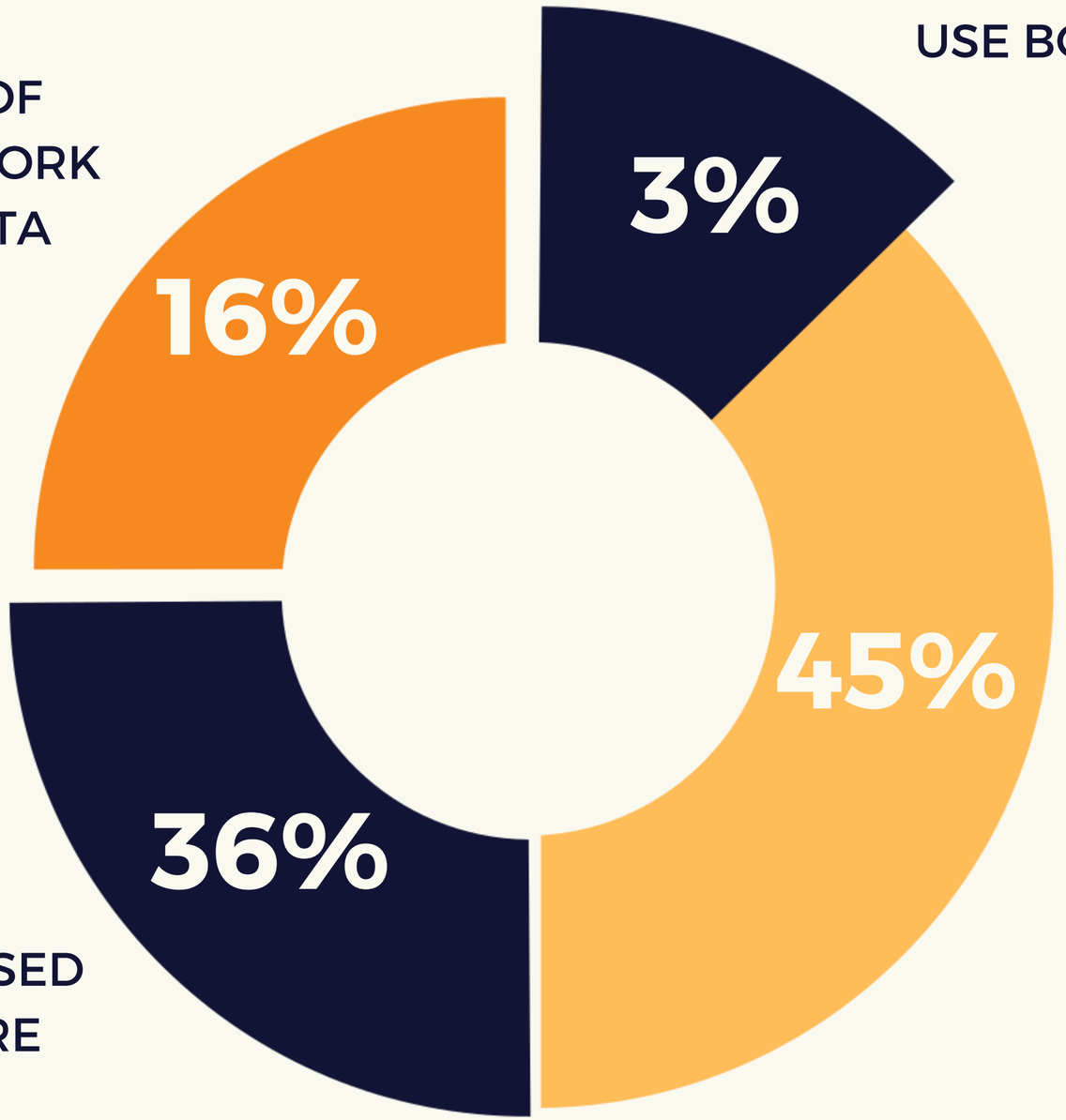
<1%

Less than 1 percent of all security breaches in Australia are reported

35%

The number of security breaches due to unintentional error

HUMAN ERROR


FAILURE TO USE BCC
3%
WRONG RECIPIENT
45%
UNAUTHORISED DISCLOSURE
36%
LOSS OF PAPERWORK OR DATA
16%

CURRENT THREAT - PEOPLE

People represent a larger threat to your organisation than technology does

We cannot mute, turn off or patch humans

Just because a person has awareness or knowledge, it doesn't mean that they will behave correctly

IT DOESN'T WORK!

WHAT DO MOST ORGANISATIONS DO?

- A phishing campaign
- A little bit of training

This doesn't provide good measurement of peoples behaviour.

Behaviour

Attitudes and perception

Cultural impact

Knowledge

Security

BASELINE

(culmination of results)

HUMAN RISK REPORT

PLANNING PROGRAM

Behavioural Change

- Computer Training
- Face 2 Face
- Workshops
- Lunch & Learn
- Cultural Alignment

- Reinforcement
- Videos
- Intranet Articles
- Games
- Team Building CER
- Puzzles
- CYBER ESCAPE ROOM

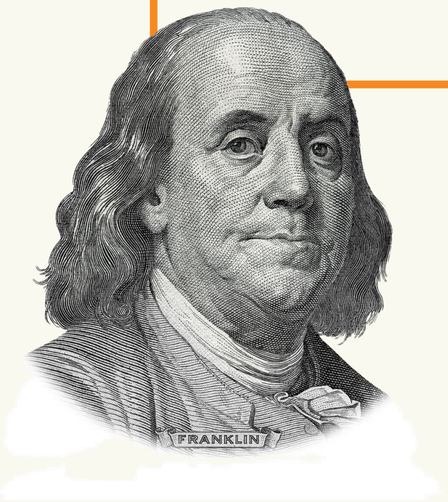
- Measurement
- Ongoing Social Engineering
- Exams 2 weeks later

CYBER ESCAPE ROOM

- Security training is boring
- Standard training is not focused on staff personal lives
- Staff forget what they have learnt

- **TELL ME AND I FORGET**
- **TEACH ME AND I MAY REMEMBER**
- **INVOLVE ME AND I LEARN**

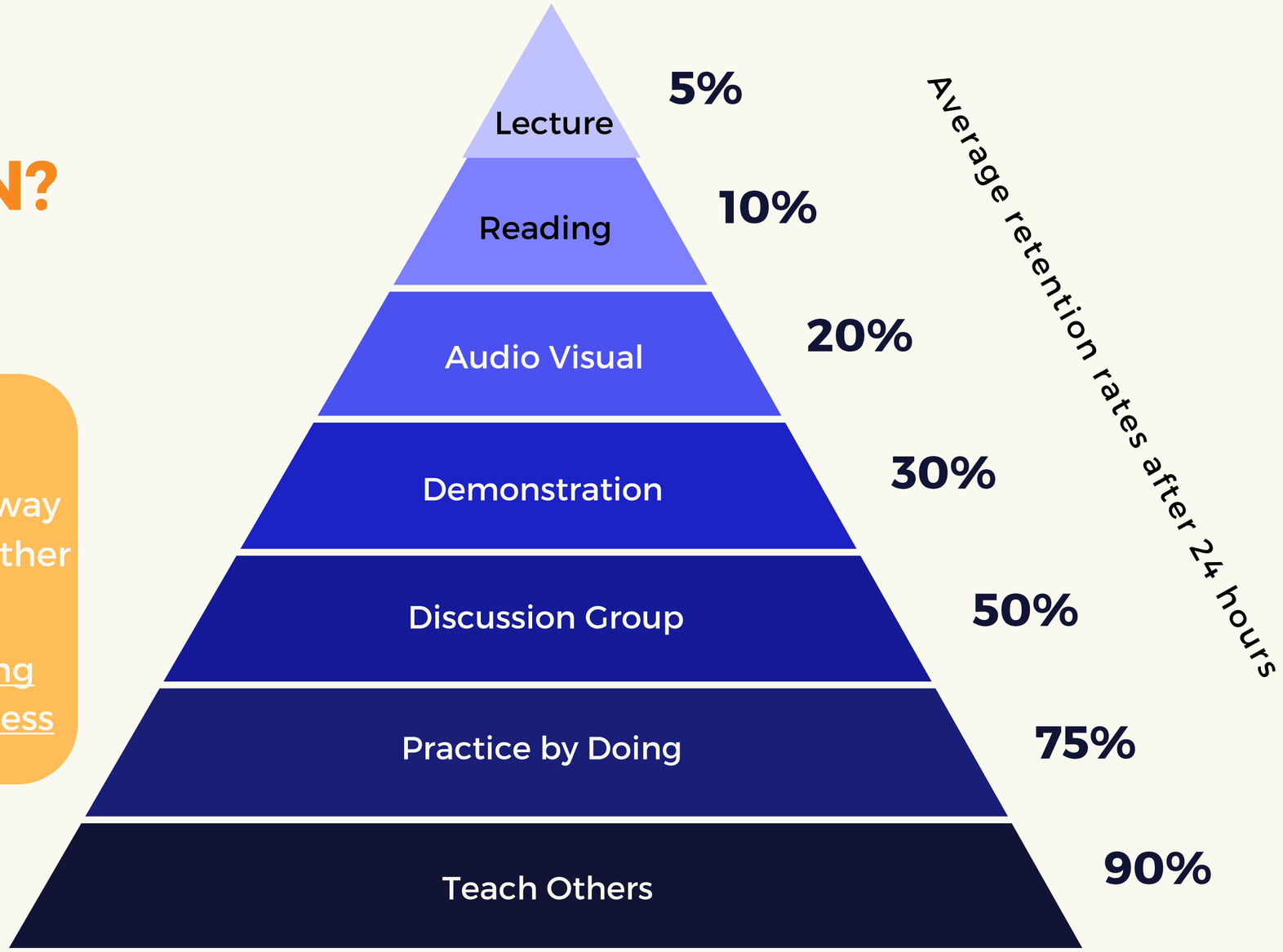
- Benjamin Franklin



WHAT IS THE BEST WAY TO LEARN?

If you want someone to remember a topic, the best way is by getting them to do it, rather than watch it.

Traditional standard training methods are effectively useless



THE CYBER ESCAPE ROOM EXPERIENCE

- You are split into teams, working together to escape the room
- Each session lasts for 50 minutes
  - You have 30 minutes to escape or solve other puzzles
  - The last 20 minutes is used as a revision of the lessons learnt
- Everything you need to solve the problems is in the room
- A facilitator engages staff to enhance the experience and ensure all staff are actively engaged
- The team that escapes the room within the shortest aggregated time, wins
- Hints and answers are available - at a cost
  - Hints = 2-minute time addition
  - Answers = 5-minute time addition

WHO IS IT DESIGNED FOR?

- These session are designed for all levels of staff, including executives, privileged users, all the way through administration, sales and marketing

- Specific sessions can be tailored to specific users if the need arises

- A fully automated team building learning experience that is taken to the customers premises and set up in a board room to enable teams of 10 people to work together in various themed rooms to address cyber security challenges

learning concepts

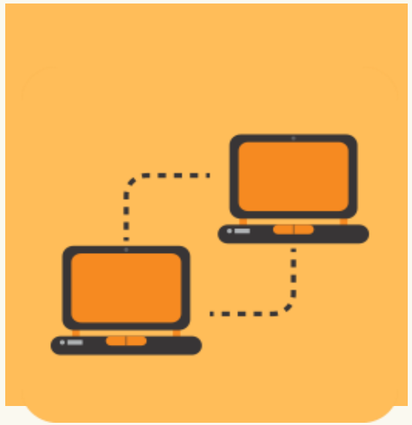
passwords hygiene

phishing awareness

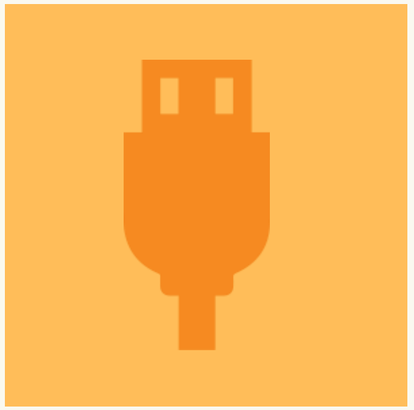
social media

physical security

remote working



securing sensitive date



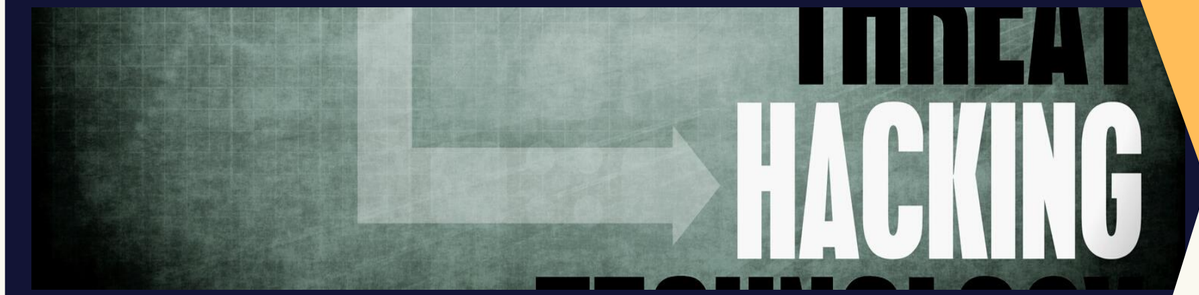
USB device security

Social Engineering

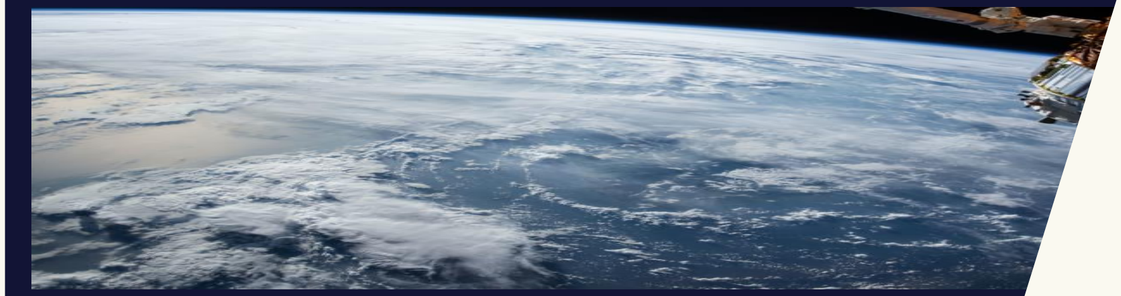
themes

PIRATES OF THE INTERNET

CAN YOU HACK IT



WORKING REMOTELY



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Reduce risk up to 87%

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THE HUMAN FACTOR