Security Organizational Behaviour
Security issues and trends

- Client confidence and trust
- Mobile issues
- Increasing cost of security + “do more with less”
- Less secure organizations being seen as the weaker targets
- ‘Over-layered’ and inefficient security requiring rationalisation
- Application and supply chain security
Technology can be bought, people and process are harder

- IT people like Technology
- A to ‘nearly B’
It’s not new

• Social engineering has been around for years
  • Anti-smoking
  • “War on Drugs”
• It is also known as…
  • “Manufacturing consent”
  • Influencing human behaviours
• Requires leadership and senior level buy in
  • “do as I do” not “do as I say”
It's not bad, unless we let it be

- Myth – “Humans are the greatest weakness”
- Reality – “Humans can be the greatest strength”
  - They are better at spotting anomaly's or issues than machines
  - Transition from liability to asset
  - Every human becomes a smart sensor
Motivate and educate / train

- Extrinsic vs Intrinsic motivation
- Education vs training
- Socio-techno interface
- “Social engineer” back
  - Create value
  - Deal with reciprocity
  - Connect social and security norms
  - Feedback loops
Discussion

John Proctor
John.proctor@cgi.com