

Measuring Your Security Culture

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Why Measure Culture?

- How Users Think, Behave, & Work
- Attention, Focus, & Memory
- Reinforcers & Punishers
- What Mediums Are Most Effective

3 Main Steps

- Identify Stakeholder Priorities
- Evaluate Current Security Awareness Program
- Perform Gap Analysis

Identify Stakeholder Priorities

- Why?
- Who?

User Behavior	1st	2nd	3rd
Create stronger passwords		x	
Awareness of mobile devices, laptops, and/or tablet security threats			x
Resilience to phishing attacks.			
Properly handle and/or dispose of Personally Identifying Information	x		
.....			

Evaluate Your Awareness Program

- 3 Things Needed To Change Behavior
 - Ease/Decreased Difficulty Of The Task
 - Motivation To Perform The Task
 - Remember to Perform the Task
- What is the current program doing
 - E.g. Properly Handle or Dispose of PII

Perform Gap Analysis

- Talk To Your Users!
 - Widespread Sample
 - Interview
 - Identify Gaps Between Content And User Needs

Perform Gap Analysis- PII

- Content
 - Ease?
 - Motivate?
 - Remind?
- User Needs
 - Ease?
 - Motivate?
 - Remind?

Result

- Clearly Defined Behaviors
- Required Changes In Training/Supplemental Content
- Roadmap For Your Program

Q&A

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