Gamification of your Global Information Security Operations Center

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What is Gamification?

- Using game mechanics and rewards in a non-game setting to increase engagement and drive desired behaviors
What Does it Take?

- Understanding of Gamification Methodology
- The Strategy
- Resource Time
- Budget
- Buy In
ISST Aces

Doug “Shiny” W.

Ben “Goose” O.

Kevin “Keystone” M.

Philip “Badger” B.
Benefits to an ISOC

- Speed up the analysis process
- Encourage knowledge sharing
- Accelerate the adoption of new technologies
- Improve training and education programs
- Raise morale
- Make it fun!
Goals of the Gamification Program

Goals

- Define desirable behaviors
- Encourage the performance of those behaviors
- Measure that performance
- Reward excellence
2014 Malware on Workstations Remediation

Malware Process

Malware Process - Monthly

Average time taken for resolution: 1 day
GSOC had created total 2 tickets for Malware Infection’s Last month
Desired Behaviors

- Quick initial response to a case
- Quick resolution of a case
- Accurate resolution of a case
- Quality documentation of a case
- Continued growth and learning of team
The Game Shall NOT:

◆ Be tied to a bonus or promotion in any way
◆ Be subject to performance reviews
◆ Add stress or pressure
The Game Shall

- Allow players to be creative
- Allow players to set their own pace
- Offer rewards that represent an achieved status
- Motivate growth and mastery
- Be designed specifically for your unique culture
- Have clearly defined progression and rewards
- Be fun!
How to be Creative

- Player personal identity
- Self expression
- Autonomy

Awesome ninja avatar
Awesome ninja name
Awesome ninja color
Zero Day Malware Wanted Posters
Reward Positive Behavior

- Titles
- Badges
- Knick-knacks
- Challenge Coin
- Plaque
- Levels
- Privilege

The sheriff of incident response
Motivate Growth and Mastery

- Frequent victories
- Relevance
- Recognition
- Reputation
- Frequent victories
Progression and Rewards
Game Types

Solo

Cooperative

Competitive

Blended
Game Mechanics

- Points
- Leaderboards
- Achievements
- Missions
- Contests
- Levels
Next week you should:
- Define business goals
- Define the behaviors that will meet those goals

In the first three months following this presentation you should:
- Select your game type and mechanic
- Select your prizes
- Deploy

Within six months you should:
- Evaluate program effectiveness
- Tweak and redesign as necessary
Thank You
Don't Forget Your Coin