CYBER FATIGUE

Dr. Richard Ford
Chief Scientist
Forcepoint
@rfordonsecurity
Dr. Richard Ford
Chief Scientist, Forcepoint

Dr. Ford leads the research and technology vision to help Forcepoint achieve its mission of delivering human-centric security and intelligence.
SECURITY IS NEVER DONE

The fight is wearing us down
“you get a bunch of emails that say don’t open any emails, blah, blah, blah. I think I don’t pay any attention to those things anymore”

“I am not working for the government like you are, where everything is top secret and important. If [my data] is stolen or hacked into, no big deal”

“If I took all the security measures possible ... is it going to make all that difference? I don’t have to be vigilant all the time. If it is going to happen, it is going to happen”
THE BIG MISSION
You *SAY* you get the BIG MISSION
BEHIND EVERY SINGLE DATA POINT, THERE’S A LIVING, BREATHING PERSON
MY MISSION ISN’T ABOUT 1’S & 0’S, IT’S ABOUT MAKING THE WORLD A SAFER PLACE
YOUR ROLE:

FIREFIGHTER
SMARTER VS HARDER
THREAT-CENTRIC

SAFETY v SECURITY

SHARPEN THE AXE
THREAT-CENTRIC
SAFETY, NOT SECURITY
SHARPEN THE AXE
Fixing security drag,

RIP AND REPLACE YOUR "WORST" SECURITY DRAG

For your USERS
Fixing security drag, TAKE THEM BACK FROM TACTICS TO STRATEGY

For your BOARD
Get off the “hamster wheel of pain”
REMIND YOUR TEAM OF THE BIG MISSION
DISRUPT YOUR WORLD
A GOOD PLAN VIOLENTLY EXECUTED NOW IS BETTER THAN A PERFECT PLAN EXECUTED NEXT WEEK.

– George S. Patton
Bullet point here (see slides 5 – 8 for instructions)
Bullet point here
Bullet point here
WHAT THE ROLE OF THE CISO NEEDS TO BE
FOR BOARDS, THE STAKES ARE HIGH

- Cyber is complex, and feels unwinnable
- Significant pressure to manage downside risk in “unwinnable” war
- Some level of distrust – EARN their trust

CLARITY OF MISSION

- Don’t approach from a technology-first perspective
- Recognize security is for the business, not for its own sake
- Make slides that stand without a talk track
GETTING THIS ONE RIGHT IS THE MOST IMPORTANT STEP

- Fatigued users do “odd” things
- Security reduces as they feel helpless

A FEW SUGGESTIONS

- Limit the number of security decisions they have to make
- Make “the right thing” the default choice
- Be consistent in what they have to do (if you use 2FA, use it everywhere, for example)
- DESIGN FOR LOW FRICTION
The cyber world and the physical world are now one.
THE BRITTLENESS OF THE SYSTEM WE HAVE BUILT
THREAT-CENTRIC CULTURE
LACK OF MISSION
LET’S MAKE THE WORLD A SAFER PLACE
THREAT-CENTRIC CULTURE
LACK OF MISSION
“Apply” Slide

- Bullet point here (see slides 5 – 8 for instructions)
- Bullet point here
- Bullet point here