95% of cyber incidents are caused by human error.

Source: https://www.weforum.org/reports/global-risks-report-2022

Reducing the Human Error Rate

Jim Seaman, Director
IS Centurion Consulting Ltd

Agenda

- Leading An Effective PCI DSS Program
- Setting The Scene
- Understanding Human Failure
- Focus On The Human Factor
- Less Is More...
- A Time For Change
- Engage & Explain
- Turn Information Into Actionable Intelligence
- Think Beyond Compliance
- Cyber Security Statistics & Facts

PCI Security Standards Council®

Leading An Effective PCI DSS Program

Source: https://www.mindtools.com/pages/videos/leaderskillsquiz-transcript.htm

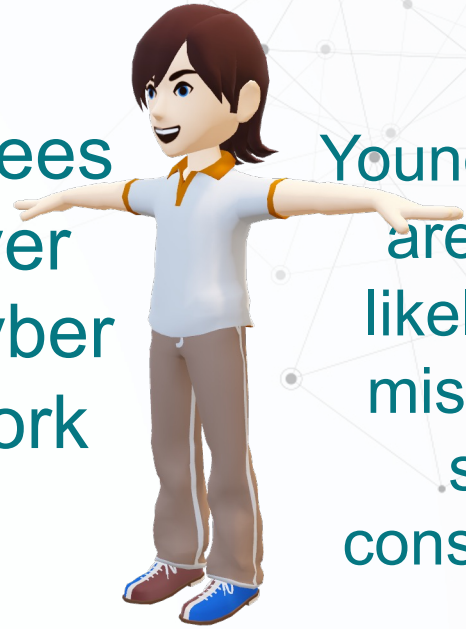
10 Common Leadership and Management Mistakes:
Avoiding Universal Pitfalls

1. Not Providing Feedback.
2. Not Making Time for Your Team.
3. Being Too "Hands-Off“.
4. Being Too Friendly.
5. Failing to Define Goals
6. Misunderstanding Motivation.
7. Hurrying Recruitment.
8. Not "Walking the Walk“.
9. Not Delegating.
10. Misunderstanding Your Role.

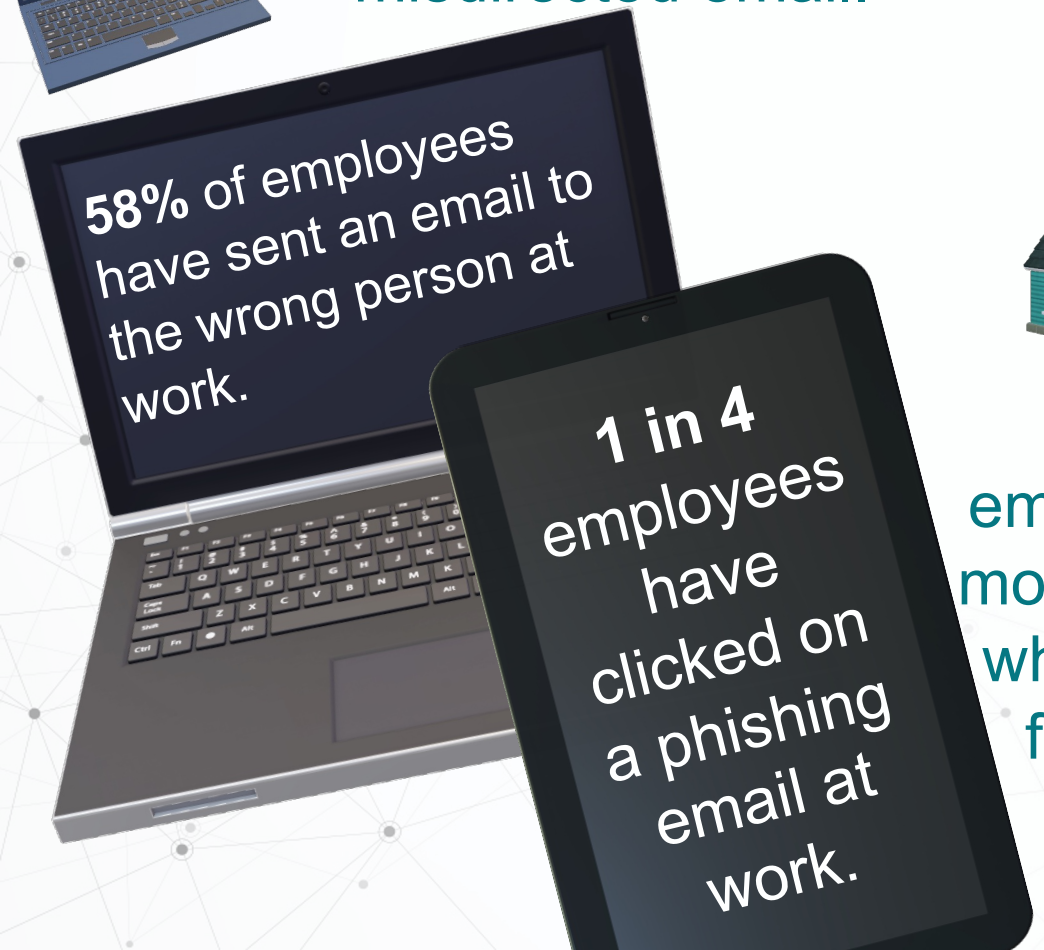
Setting the Scene

1 in 5 companies lost customers following a misdirected email.

1/3 of employees rarely or never think about cyber security at work



Younger workers are **5x** more likely to make mistakes with security consequences.



57% of employees are more distracted when working from home

93% of staff are tired and stressed at work.

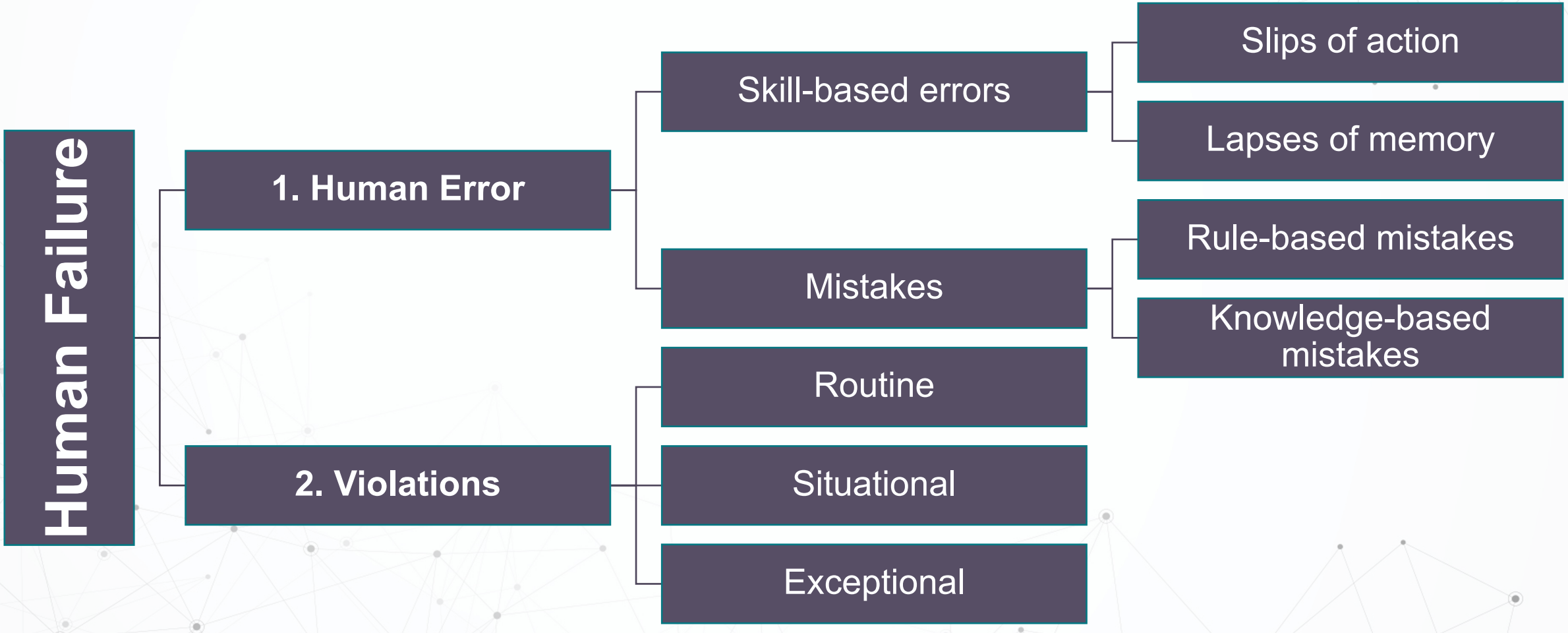
> 50% employees make more mistakes when they're stressed, while **43%** are more error-prone when tired.

1 in 10 feel tired every day of the week.

Source: The Psychology of Human Error

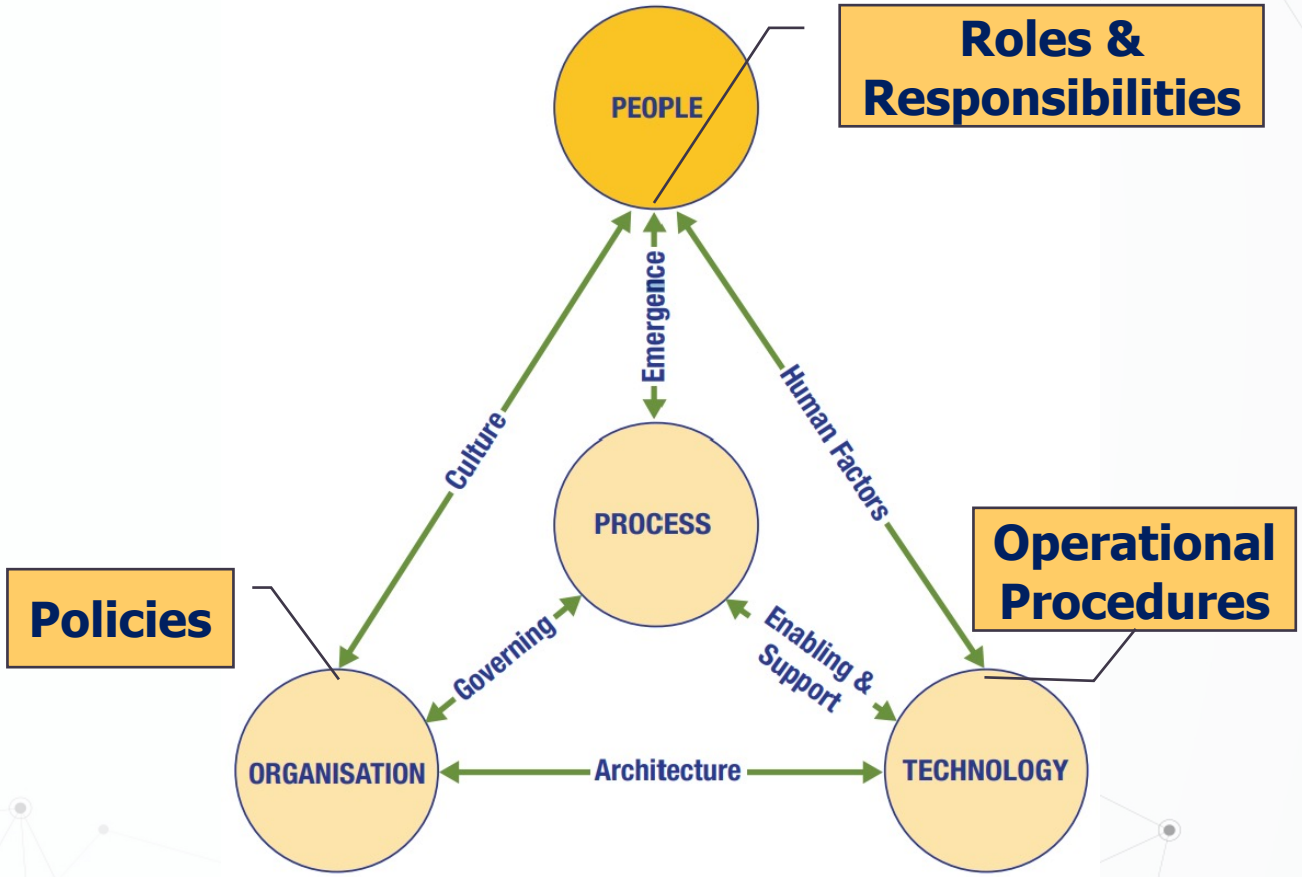
Understand the mistakes that compromise your Company's cybersecurity

Understanding Human Failure



Focus on the Human Factor

- **Policy**
  - Communicate an organization's values, philosophy, and culture.
- **Process**
  - A series of related tasks or methods that together turn inputs into outputs.
- **Operational Procedure**
  - Step-by-step instructions for specific routine tasks.



Less Is More

…

The average attention span = **8.25 seconds**

An office worker will check their email inbox, on average, **11 times an hour**.

The average person picks up their phone more than **1,500 times every week**.

Users will read **28%** of the words during an average visit of a web page

The average amount of time someone watches an internet video is **2.7 minutes**.

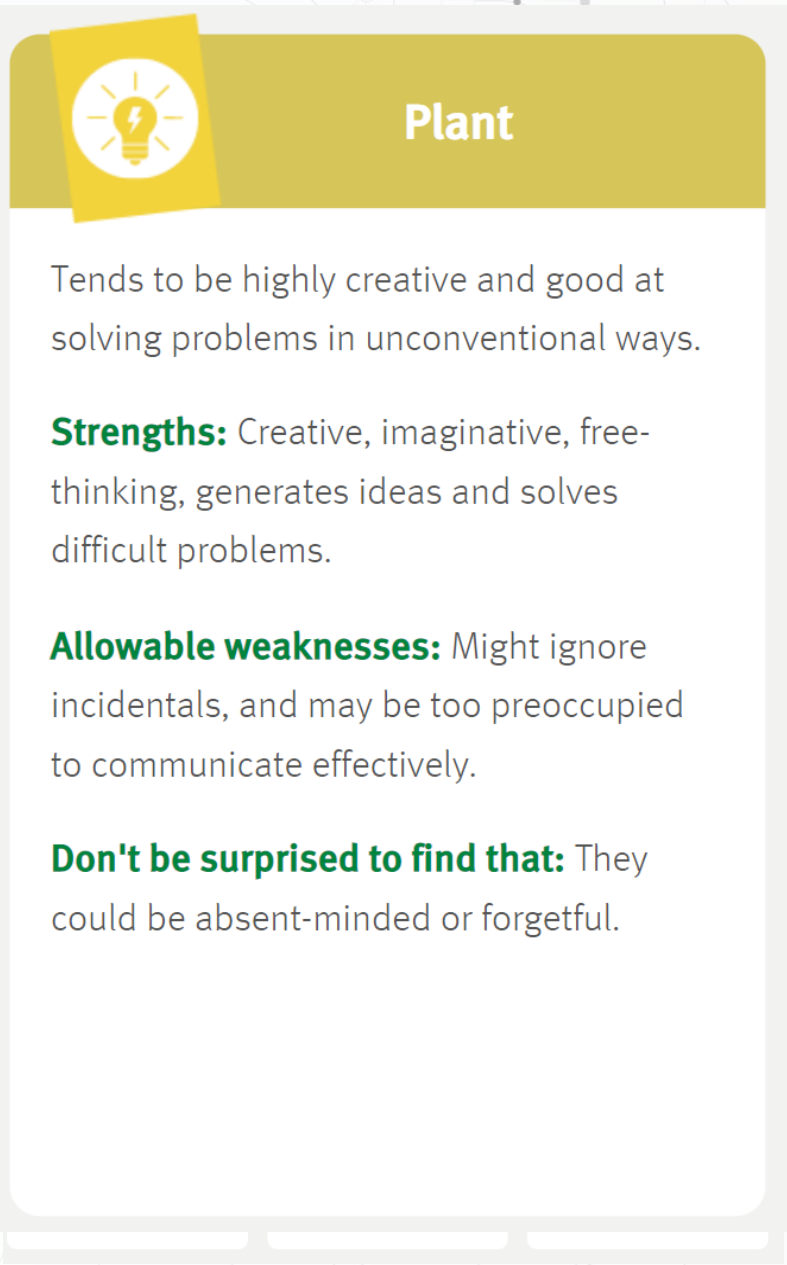
A 20-page policy will take on average **40 mins** for the employee to read.

They will switch off after 4 lines of text

59% of senior executives prefer to watch a video than read text if they had the choice.

A Time For Change?

- **Leadership.**
  - Setting the right example.
  - Supporting the initiative.
- **Followership.**
- **Embrace the Hierarchy of needs.**
  - Let them feel part of the process.
  - Welcome their contribution/support.
- **Teamwork.**
  - Know your team strengths & weaknesses
- **Work Smarter, Not Harder.**
  - Consider automation.



Engage & Explain

Think Beyond Compliance

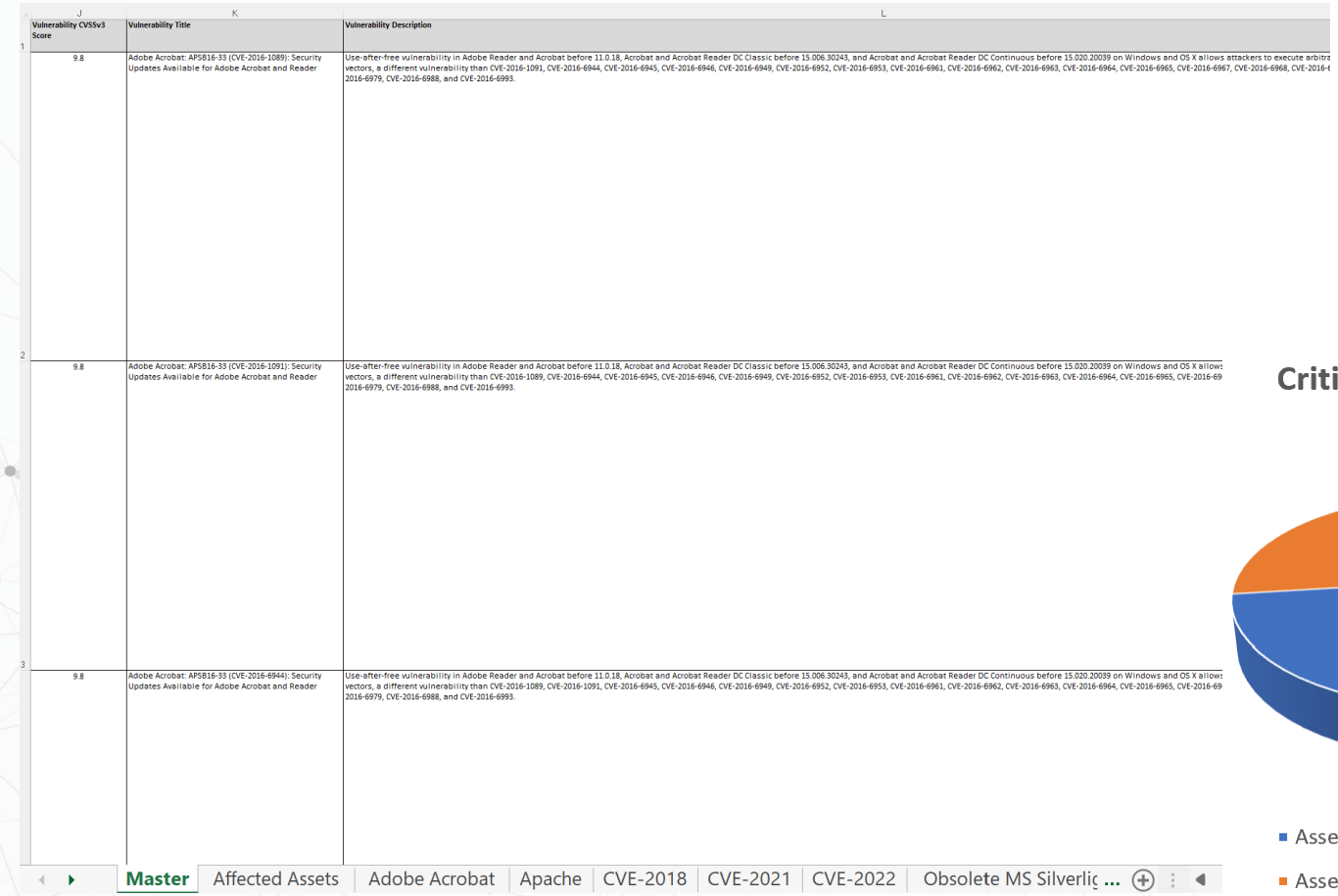
- Could you reduce the effort needed to retain secure operations?
- Do you have any single points of failure?
- Do you employ a team approach?
  - *Leadership?*
  - *Management?*
  - *Followership?*
- Do you use a variety of different ways to communicate?
- Do you use the Keep It Simple Solution (KISS)?
- Are your policies, processes & operational procedures effective?
  - *Overly wordy?*

Turning Information Into Actionable Intelligence

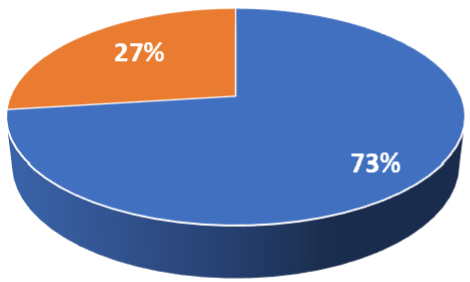
Vulnerability Management

Assets		Vulnerability Category	Count
Total Scope	55	Adobe	212
Affected assets	40	Apache	6
		MS CVE-2018	1
		MS CVE-2021	9
		MS CVE-2022	12
		Obsolete MS Silverlight	1
		McAfee Agent	1
		Totals	**242**

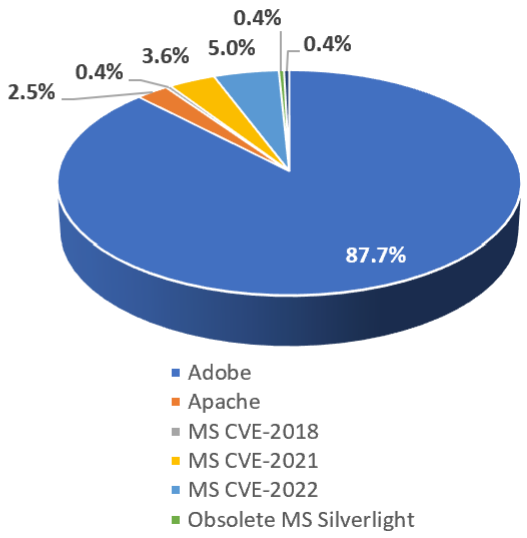
* Adobe Acrobat DC >= 15.0.20000 and < 15.020.20039 on Microsoft Windows



Critical Vulnerabilties %



Vulnerability Categories



Cybersecurity Stats & Facts

1. The worldwide information security market is forecast to reach **$366.1 billion** in 2028. (Fortune Business Insights).
2. **68%** of business leaders feel their cybersecurity risks are increasing. (Accenture).
3. On average, only **5%** of companies' folders are properly protected. (Varonis).
4. **54%** of companies say their IT departments are not sophisticated enough to handle advanced cyberattacks. (Sophos).
5. Cyber fatigue, or apathy to proactively defending against cyberattacks, affects as much as **42%** of companies. (Cisco).
6. **43%** of all breaches are insider threats, either intentional or unintentional. (Check Point).
7. Data breaches exposed **22 billion records in 2021**. (RiskBased Security).

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