KB4-CON

Measuring security culture

by Kai Roer, CEO of CLTRe

KnowBe4

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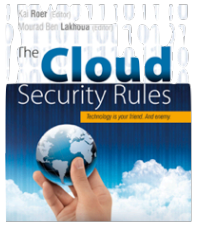

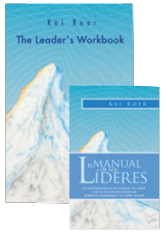

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Ron Knode Service Award,
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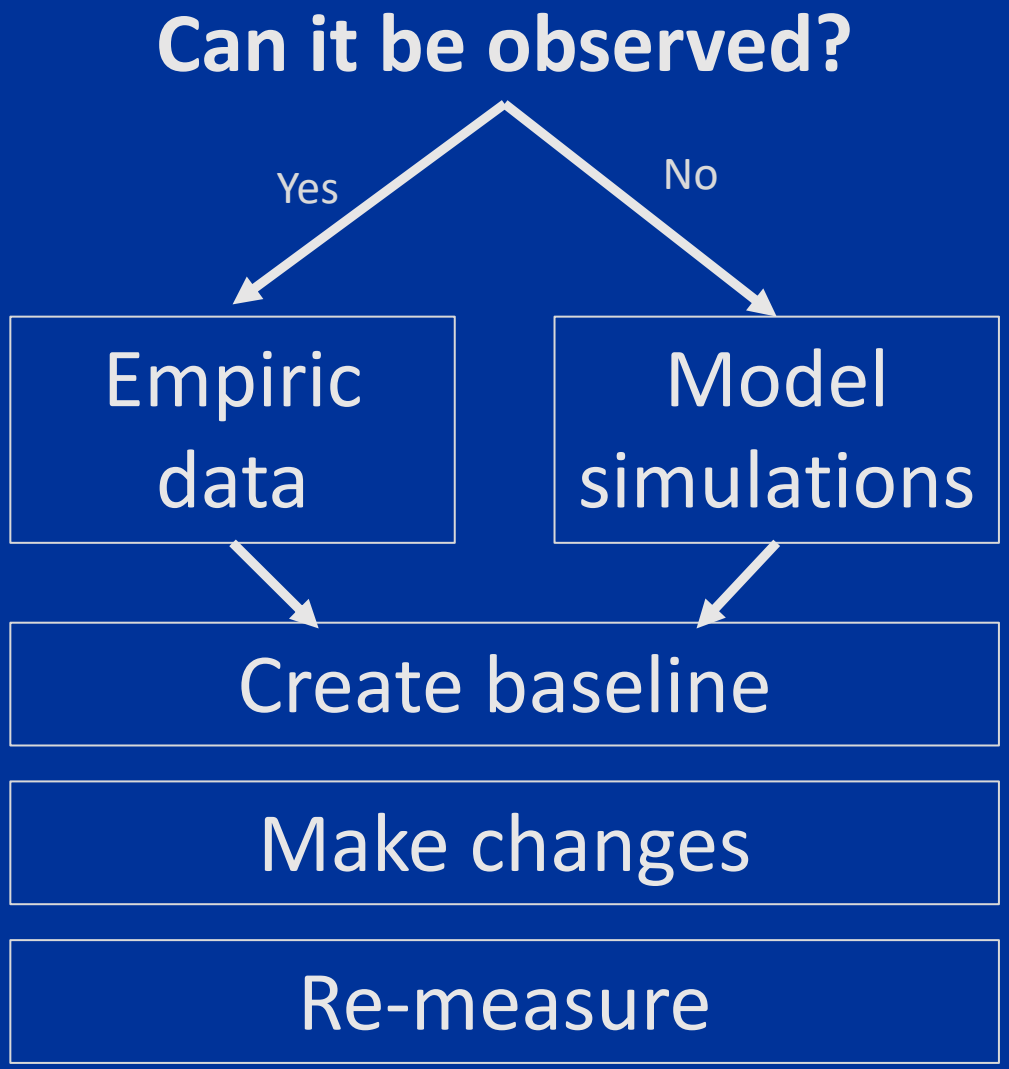
Bestselling author, Columnist Help-Net Security. Columnist Infosec Magazine.
Expert Panelist, keynote speaker, blogger, conference speaker in more than 40 countries on 4 continents, Guest Lecturer, Radio and TV, consulting organisations worldwide, 20+ years experience from IT, Security, Leadership and communication.
Psychology at the University of Oslo.
Culture builder.

If you can't measure it, you can't **improve** it.

Peter Drucker

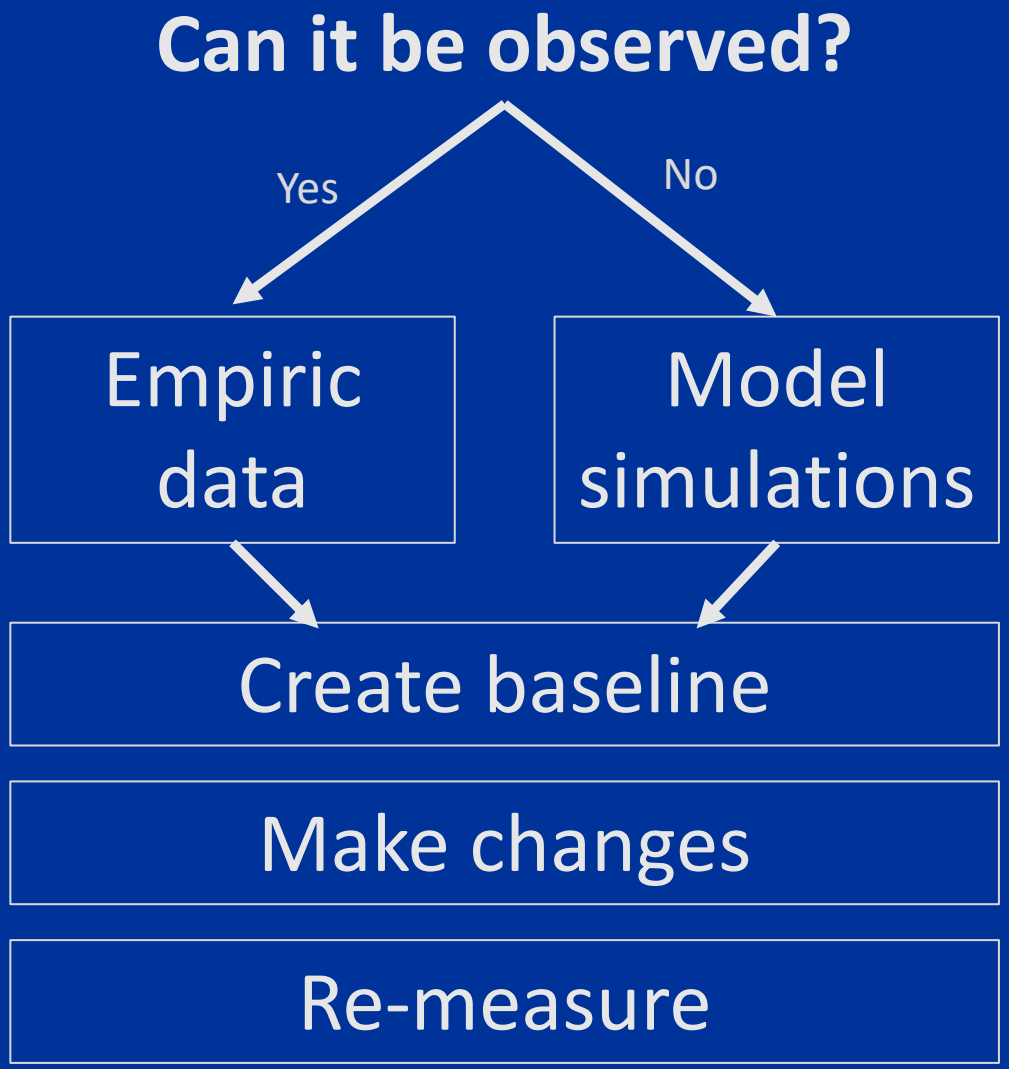
What is (security) culture?

Process


Can it be observed?
Yes
No
Empiric data
Model simulations
Create baseline
Make changes
Re-measure

Can we observe (security) culture?

Process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The 7 dimensions of security culture

Behaviour

What I know

What I learn helps me to understand security. How I apply that knowledge affects security. I need to know why it matters for me to improve my behavior.

What I see

Do I see colleagues making an effort to be secure, or are my colleagues ignoring security measures because they "get in the way of business"? How I behave is influenced by what I see around me.

What I hear

What I hear and what I see are not always the same thing. Sometimes people do what they are told to by policy, and sometimes they make their own rules. Culture is shaped by our adherence.

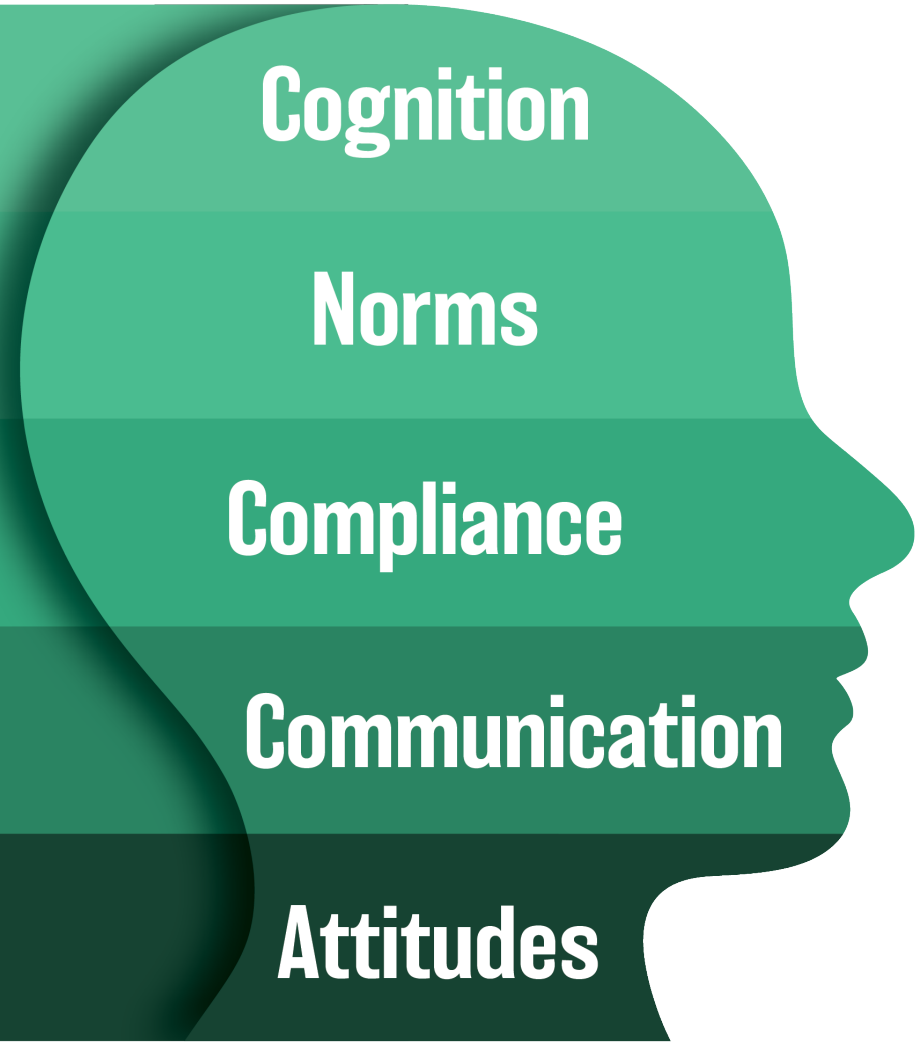
What I say

How security and risk are being communicated in the workplace is a driver for secure behavior. Are we talking about security? Is what I say positive or negative?

What I feel

Emotions are a strong influence on our security behaviour. If employees feel like security is a nuisance, they are less likely to behave securely. Likewise, if they feel security is important, they are more likely to behave in a secure manner.

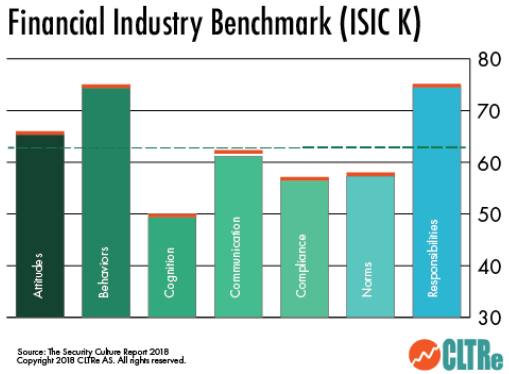
Responsibilities

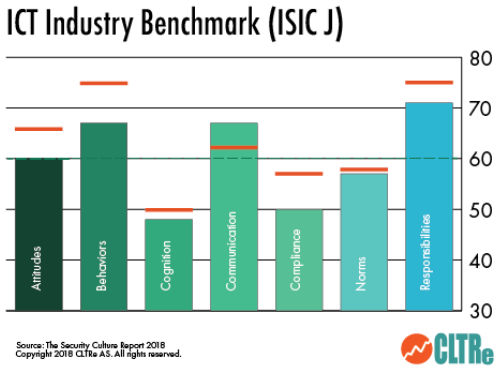


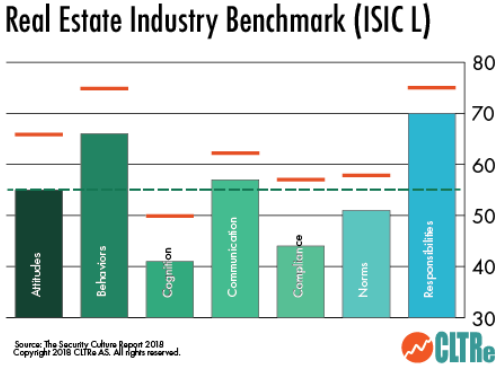
Scientific evidence is better than opinions

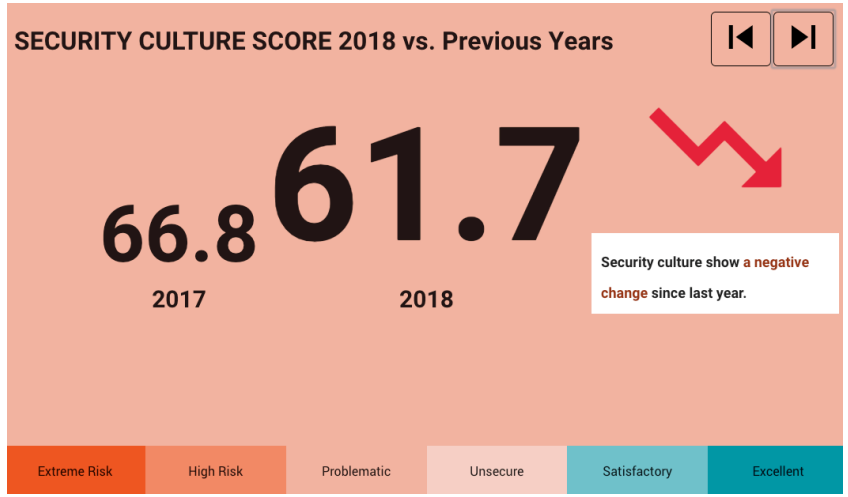
Measure what matters

Create a baseline and measure change in culture









Improve security

Reduce risk

Document results

Download your own copy!

All our research is available for free at

https://get.clt.re/report/

Thank You!

Kai Roer, CEO of CLTRe

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