

RSA[®]Conference2022

San Francisco & Digital | June 6 – 9

TRANSFORM

SESSION ID: MASH1-R03

Eat Your Vegetables: Using Parenting Skills to Run a Security Program

Helen Patton

Advisory CISO
Cisco
@CISOHelen

Samara Williams

Threat Operations Manager
Cardinal Health
@SamaraaaRW



Disclaimer

Presentations are intended for educational purposes only and do not replace independent professional judgment. Statements of fact and opinions expressed are those of the presenters individually and, unless expressly stated to the contrary, are not the opinion or position of RSA Conference LLC or any other co-sponsors. RSA Conference does not endorse or approve, and assumes no responsibility for, the content, accuracy or completeness of the information presented.

Attendees should note that sessions may be audio- or video-recorded and may be published in various media, including print, audio and video formats without further notice. The presentation template and any media capture are subject to copyright protection.

©2022 RSA Conference LLC or its affiliates. The RSA Conference logo and other trademarks are proprietary. All rights reserved.

RSA®Conference2022

This is Us



RSA[®]Conference2022

Why Parenting?

The Similarities are Frightening



Co-Workers
Families:
Can't Live With
'Em, Can't Live
Without 'Em



IDEAL Response

- Immediate
- Direct
- Efficient
- Action-Based
- Leveled at Behavior



**How you view
parenting BEFORE
becoming a parent**



**How you view
parenting AFTER
becoming a parent**

RSA[®]Conference2022

Values

Why do we do what we do?!



Sticks and Carrots

Sticks = Boundaries

- Compliance Stuff
- Process Changes
 - Make it harder to be insecure
- Charge back operational security costs

Carrots = Empowering within the sticks

- Recognition for jobs well done
- Process Changes
 - Make it easier/\$ to be secure
- Make Identification/Prevention security free

Leveraging Value Terms

Parenting Value Terms

- Gentle and Kind
- Use your words
- Be Home by Midnight

Security Value Terms

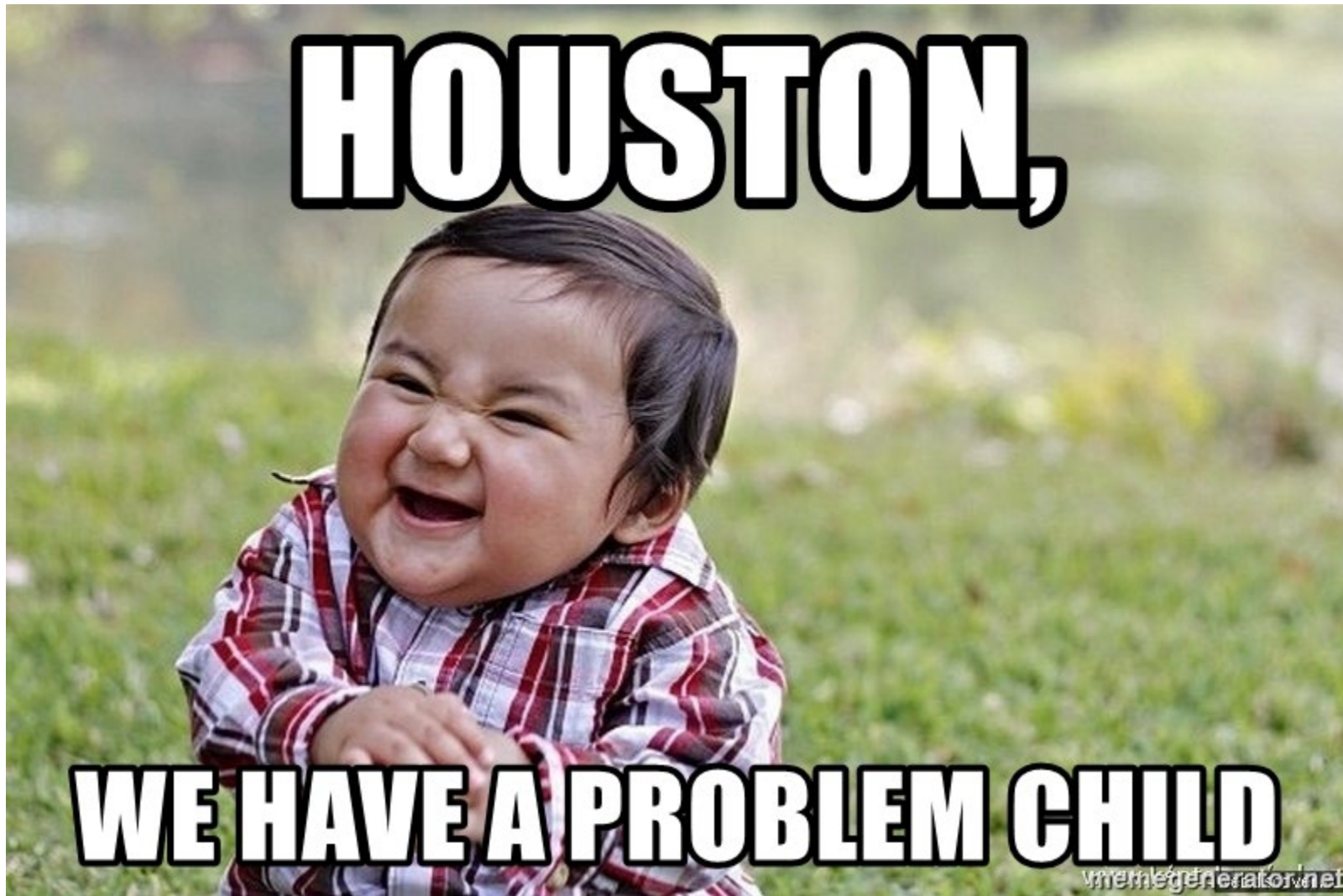
- Transparency
- Accountability
- Security = Safety

RSA®Conference2022

Understanding Perspective

Everyone Can Use A Lesson Here







Security Leaders Must:

- Assume positive intent
- Help identify blockers
- Work with teams to clear or work around blocks, even if it's not part of their immediate responsibilities

Responsive Strategies with Situational Awareness

- What are the drivers?
- How do I meet the need?
- How to give voice?
- How to engage?

Felt Safety

Guiding to the Answer

- I bet vs I wonder
- Passive or Aggressive?

RSA[®]Conference2022

Choices

Create the Illusion of Power



Choice #1
Vs.
Choice #2

Jokes on them you're
good with either one



Help Them See The Security Benefits, and Want Them

Parents

- Hide Vegetables In Other Foods
- Serve Fresh Food – It Tastes Better
- Add Cheese to Everything
- Convince them healthy food is desirable

Security People

- Attach Security Spending Needs to Other Strategic Projects
- Promotes Tech Refresh to Improve Security Profiles
- Finds security solutions that ALSO have a Business Benefit
- Find Security Tools they can use for Personal Gain



RSA[®]Conference2022

Compromises

No One Wins, But Everyone Can Move On





Compromise

A situation where all parties are equally unhappy with the outcome



Madness in the Method

What Are Your Up Front Costs?

Parenting

- Date Night
- Doctor Visits
- Birth Costs
- Baby Stuff

Security

- Consultant/Vendor Engagement
- Tech-specific Training, perhaps

What Are Your Ongoing Costs?

Parenting

- Food/Clothing
- Housing/Utilities
- School, School, School
- Extracurricular Activities

Security

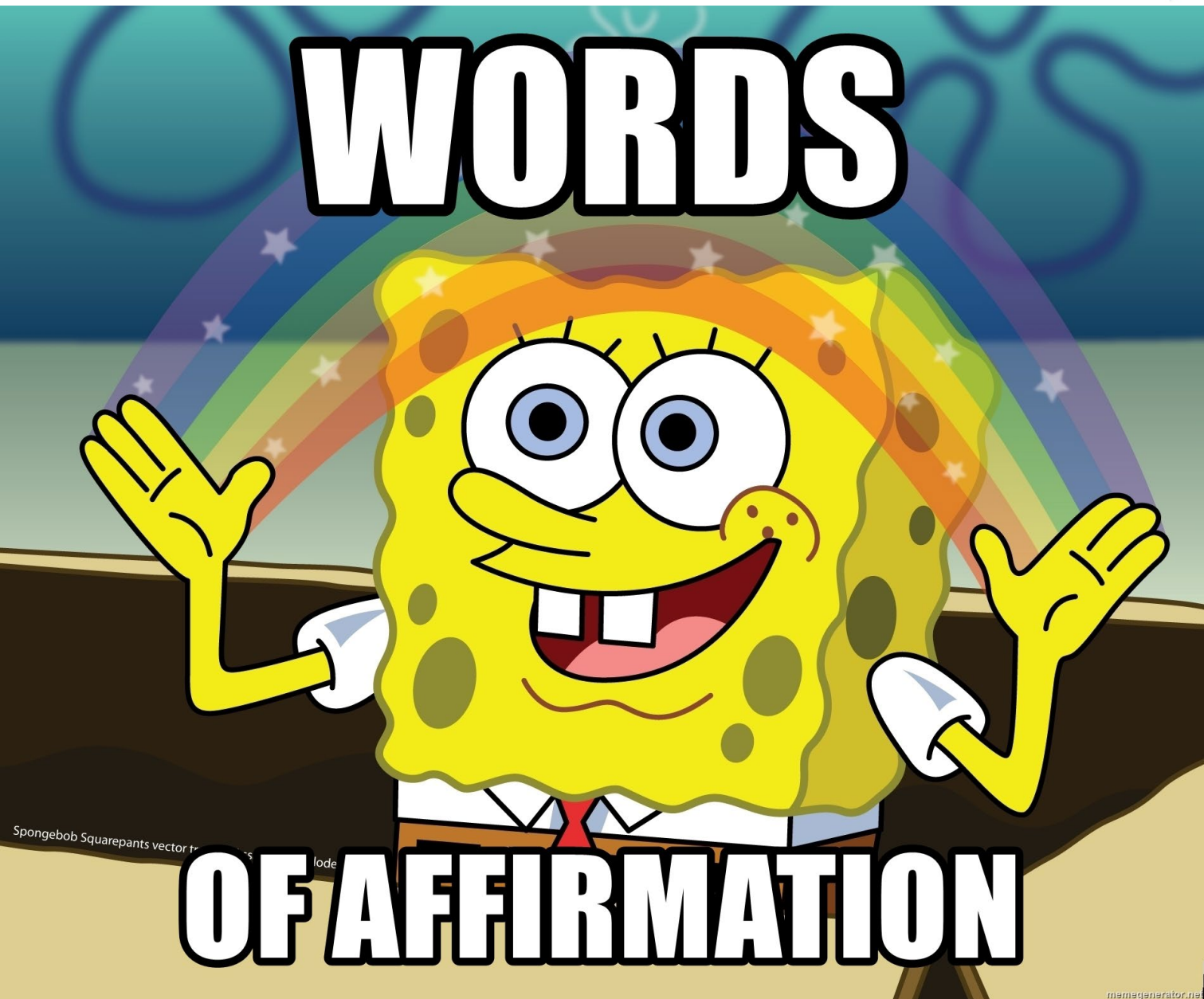
- Security Hygiene Activities
- Personnel Costs
- Insurance
- Software/Hardware
- Training/Development

RSA[®]Conference2022

Words of Affirmation/Positive Reinforcement

Carrots and Sticks





**SILENCE IS GOLDEN...UNLESS YOU
HAVE A TODDLER.**

**IN THAT CASE SILENCE IS VERY
VERY SUSPICIOUS**

Discipline (*noun*): punishment inflicted by way of correction and training

RSA[®]Conference2022

What happens when you are “under fire”

De-Escalation Techniques



Tantrums, kids have them and so do leaders.

Structured

- Table Top
- Business Cases

Cyclical Stacked Boxes (Parenting)

Protective

- Benchmarking
- Crisis Management

OODA (Business)

RSA[®]Conference2022

Acceptance

They Did What They Did Now STFU



WARNING



SECURITY DOG



RSA[®]Conference2022

Explaining

Telling Family Stories

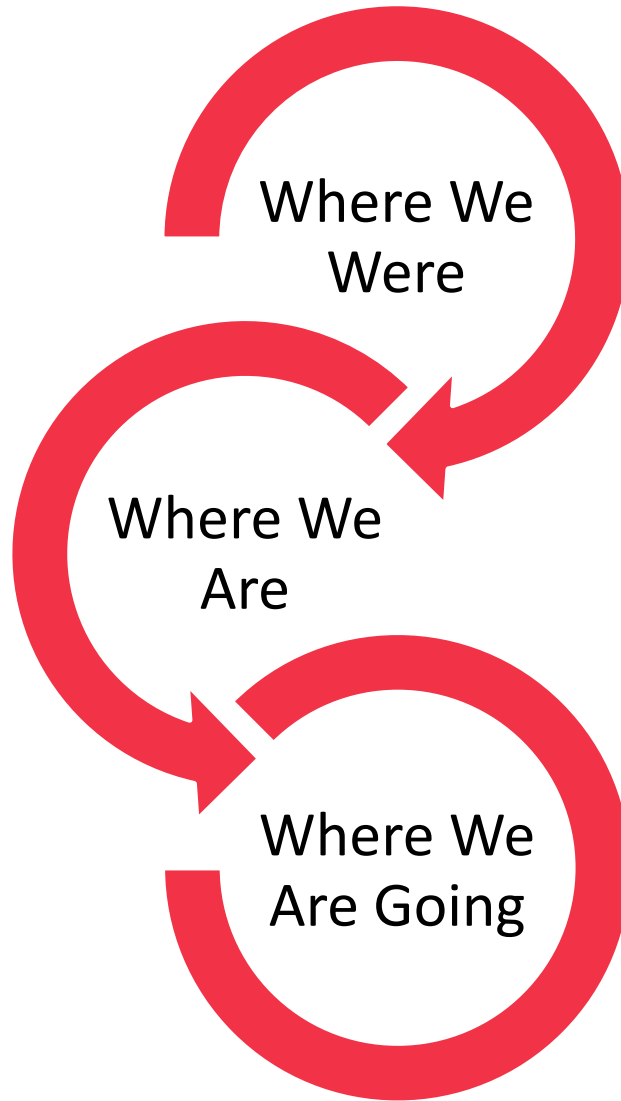


How your mom looks at you...



**During parent-teacher
conferences**

Explain the Journey





RSA[®]Conference2022

Growing Up

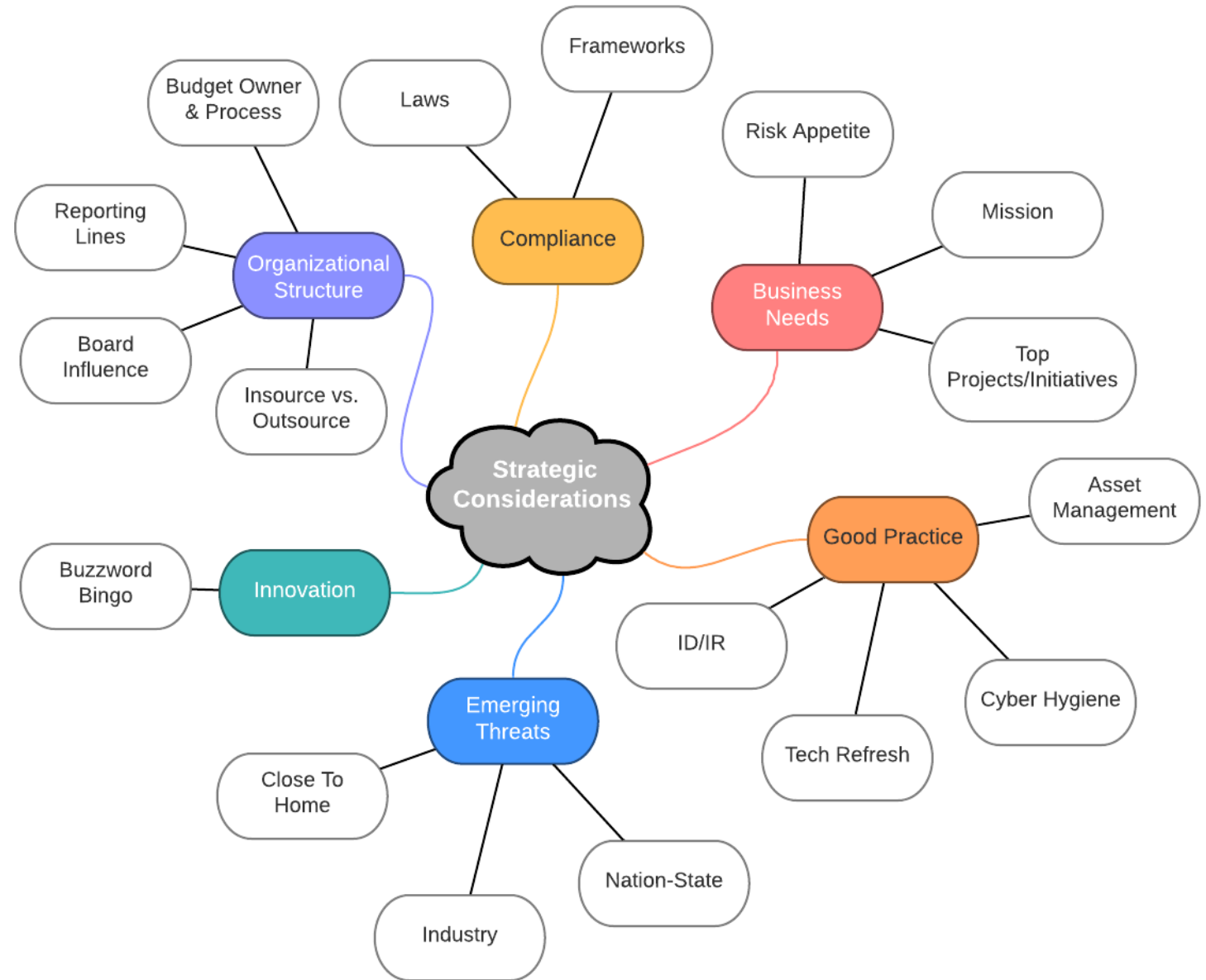
Be An Empty Nester





Build A Program

- Compliance
- Business Needs
- Good Practices
- Emerging Threats
- Innovation
- Organizational Structure



This empty nest syndrome of yours is getting a little out of hand.



ICANHASCHEEZBURGER.COM 🍌 🍌

RSA®Conference2022

Takeaways



Relational Intervention Principles

- Empowerment
- Connecting
- Correcting

What To Do Next!

- Next week you should:
 - Consider the maturity of your organization, and what parenting skill needs to be applied now
- In the first three months following this presentation you should:
 - Talk to partners and stakeholders about your ideas, get their perspective
- Within six months you should:
 - Incorporate your takeaways into your security program
 - Projects
 - Training
 - Messaging

RSA[®]Conference2022

San Francisco & Digital | February 7 – 10

SESSION ID: MASH1-R03

Thank You!

Helen Patton

Advisory CISO
Cisco
@CISOHelen

Samara Williams

Threat Operations Manager
Cardinal Health
@SamaraaaRW

TRANSFORM

