

Burnout

My invisible
adversary



Introductions



Matt Linton

Chaos Specialist

DFIR (20yr) / Search & Rescue (25yr)



Johan Berggren

Cyber Whisperer

DFIR (20yr)

Operational Responders are the *final* security control



Two Kinds of Burnout in Ops Teams

Situational



Chronic



The background of the slide features a series of concentric, glowing red ripples that emanate from a point in the upper right corner, creating a sense of movement and depth against a dark, almost black, background.

What leads to Burnout?

Lack of Control



Unclarity of Mission

People want to know what they're working for



Opaque Management



Chaos on Both Ends (work and home)



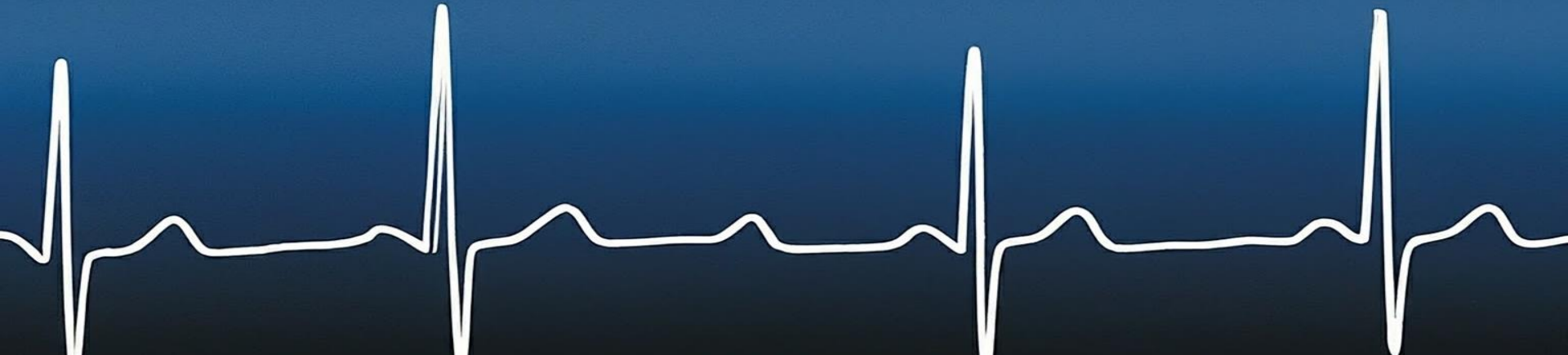
Unclear Expectations



Resource Starvation / “If they aren’t busy, they aren’t working”



Signs and Symptoms



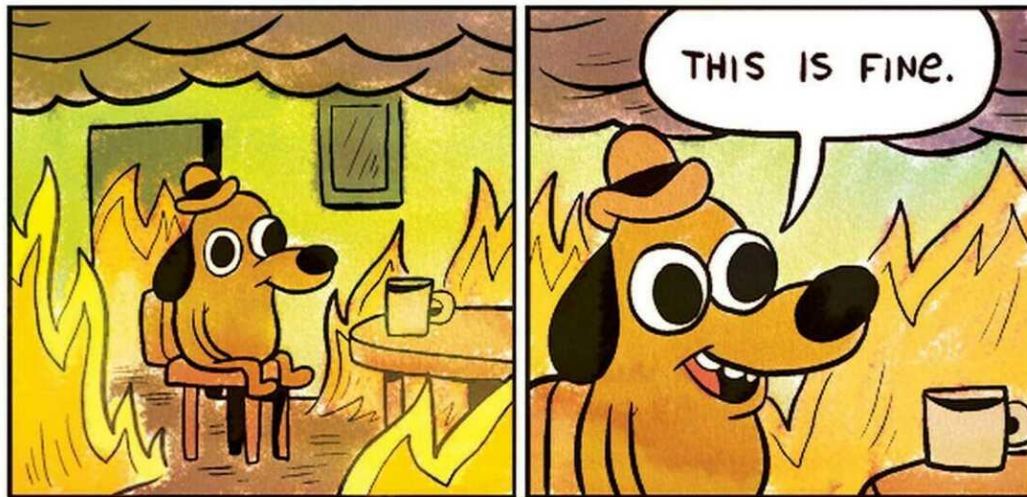
Chronic Burnout



Situational Burnout:



Cynicism Spiraling



Remedies

Provide a Clear Mission

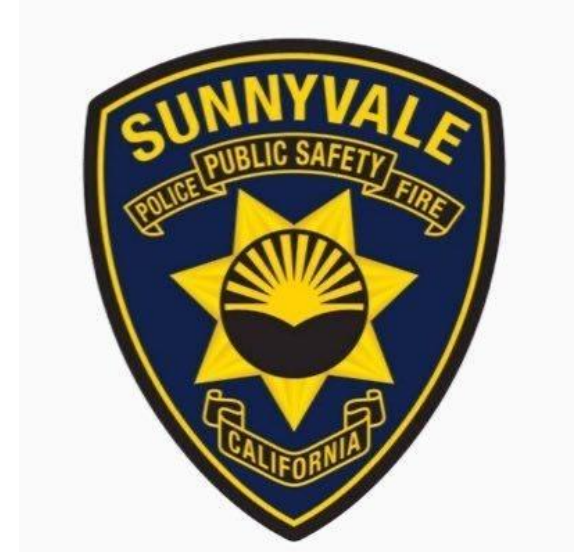


Lead by Example



Insist on Down-Time

Work-Life Balance && Downtime at work && Rotations into other teams



Manufacture Togetherness & Wins



Empower the Individual



"Ted Lasso" - AppleTV+

Blameless postmortems

“ It’s not the person, it’s
the system.”

Finally, the personal factor



The Conclusion (is just a beginning)

