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CYBER FATIGUE

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INTRODUCTION



Dr. Richard Ford

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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

A silhouette of a person pushing a massive, dark, textured rock up a grassy hill. The person is positioned at the base of the rock, leaning forward with their hands on it. The background features a vast landscape with rolling hills under a sky filled with dramatic, orange and yellow clouds at sunset. A bright sun is visible on the horizon to the left.

The fight is wearing us down

THE SYMPTOMS OF CYBER FATIGUE



“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”

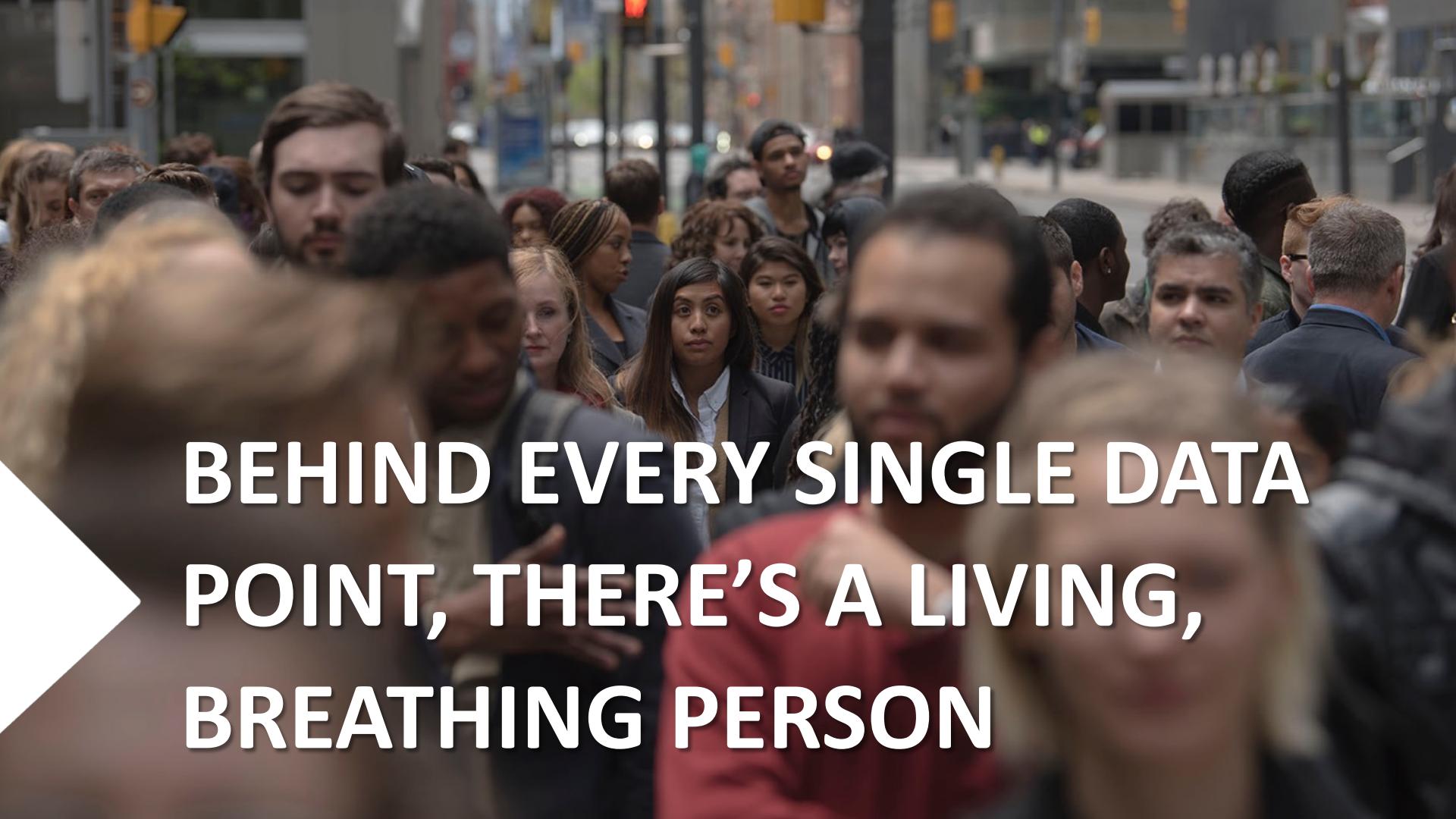
“If I took all the security measures possible ... is it going to make all that difference? I don’t have to be vigilant all the time. If it is going to happen, it is going to happen”



THE BIG MISSION



You **SAY** you get the
BIG MISSION

A photograph of a dense crowd of diverse people walking on a city street. The individuals are of various ages, ethnicities, and styles, some wearing business attire and others more casual. They are moving in the same direction, creating a sense of a busy urban environment.

BEHIND EVERY SINGLE DATA
POINT, THERE'S A LIVING,
BREATHING PERSON

OUR MISSION

MY MISSION ISN'T ABOUT 1'S & 0'S,
IT'S ABOUT MAKING THE
WORLD A SAFER PLACE



A dramatic photograph showing several firefighters in silhouette against a massive, intense fire. The fire's bright orange and yellow flames dominate the background, casting a glow over the scene. The firefighters, wearing helmets and gear, are positioned in the foreground, looking towards the inferno.

YOUR ROLE: **FIREFIGHTER**

SMARTER VS HARDER





THREAT-CENTRIC
SAFETY v SECURITY
SHARPEN THE AXE

THREAT-CENTRIC





SAFETY, NOT SECURITY



SHARPEN THE AXE



For your
USERS

Fixing security drag,
**RIP AND REPLACE YOUR
“WORST” SECURITY DRAG**

A wooden chess knight piece stands on a light-colored square of a chessboard. In the background, a dark row of chess pieces is visible, though slightly blurred. The overall lighting is dramatic, highlighting the knight and the board.

For your
BOARD

Fixing security drag,

**TAKE THEM BACK
FROM TACTICS
TO STRATEGY**

For your
TEAM

Get off the “hamster wheel of pain”

**REMIND YOUR TEAM
OF THE BIG MISSION**



A silhouette of a person pushing a large orange boulder up a grassy hill against a colorful sunset background.

DISRUPT YOUR WORLD

A man with short, light-colored hair and a slight beard, wearing a blue button-down shirt, is seated and looking off to his right with a thoughtful expression. The background is a blurred city street at night with people and lights.

A GOOD PLAN VIOLENTLY
EXECUTED NOW IS BETTER
THAN A PERFECT PLAN
EXECUTED NEXT WEEK.

— George S. Patton

EVERYTHING PAST THIS IS NOTES & BACKUP



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- 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 background features a dark night sky over a dense city skyline with numerous illuminated skyscrapers. A large white arrow points diagonally upwards from the bottom left towards the center. Overlaid on the city is a grid of binary code (0s and 1s) that forms the words 'THE CYBER SINGULARITY'.

THE CYBER SINGULARITY

The cyber world and the physical world are now one

THE BRITTELINESS 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



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