**EMCS2600: The Future of Cybersecurity: Technology and Policy**

Assignment: Module 8 Review Questions

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*Question 1: In at most 200 words give a few examples of cognitive biases you believe were responsible for decisions made in your work environment.*

The concept of “White Fragility” as described by Dr. Robin DiAngelo ( University of Washington ) is at play in most organizations through the US, academia included.[[1]](#footnote-0) In her work, she describes the bias created by the simple fact that white people are insulated from racial stress, and therefore minimize it. Transversely when racial issues are spoken about the typical white response is aggressive and disproportionate to the feedback or criticism. All of the workplaces in my adult life have included this bias and if it has dramatically affected the treatment of employees, the way benefits and salaries are administered, the priority given to user feedback and the very framework for decision making itself. In 1999 this bias was the reason I found myself in the back of a police car, after being fired from my position. My manager at E\*TRADE fired me, then called the police after I quietly walked to my car with tears streaming from my face.[[2]](#footnote-1) The police took me to a county facility and made me strip naked under the threat of sedation. 24 hours later I was allowed to call my wife. We have a name for this shared systematic cognitive bias; it’s called oppression.

*Question 2: In at most 200 words what steps would you take as a member of the C-suite to protect your business from damaging disinformation campaigns.*

As a C-Suite member in a modern-day business, it important to carefully monitor the Internet for any and all information about your business, but especially false information. Disinformation spreads on the Internet with the help of social media platforms. As a part of my OSINT training, I am familiar with simple Python tools that can scan all known social media platforms for information. Implementing an aggressive OSINT scan practice, and leveraging this information to create a catalog the types of things that are being said about the company can be a cornerstone in a larger strategy. Once the collection of public information is automated, curated and indexed it will be easy for the security team to share streams of data that can be classified as disinformation with the legal team. It will then be the job of the legal team to contact the social media platforms and advise them to remove the information and/or contact the proper authorities if the source of disinformation seems especially malicious. Lastly, it is important to counterpunch and communicate directly with customers and partners about the type of disinformation that may be circulating, where it came from and why they should not believe it.

1. DiAngelo, Robin. *White fragility: Why it's so hard for white people to talk about racism*. Beacon Press, 2018. [↑](#footnote-ref-0)
2. <https://medium.com/@HelloAxiom88/fire-me-please-5d7a2aeb559> [↑](#footnote-ref-1)