

Says

What have we heard them say? What can we imagine them saying?

> "Our current incident response process is too manual and slow."

> > Analyzes logs

determine the

of incidents.

and evidence to

cause and scope

"It's frustrating when we can't respond quickly enough."

data during incident investigations."

"I wish I had more context and



Incident Responder

Monitor and analyze network traffic, system logs, and other data sources to identify potential security incidents

Eager for tools that can streamline the incident response process.

Motivated to protect the organization's data and assets. **Thinks**

What are their wants, needs, hopes, and dreams? What other thoughts might influence their behavior?



"The platform should provide real-time insights and recommended actions."

"Automating routine tasks could help us respond faster and more effectively."

"I need to maintain focus during highstress incident situations."

Stressed and anxious during high-severity incidents.

Responds to and investigates security incidents.

Works under intense pressure to mitigate and contain threats.



What behavior have we observed? What can we imagine them doing?



What are their fears, frustrations, and anxieties? What other feelings might influence their behavior?





