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### [4.8] Depression-Related Negligence

**1. Operational Definition:** A state of low energy, motivation, and hopelessness that manifests as apathy towards security protocols, missed alerts, and a general pattern of neglect in routine security hygiene tasks.

#### 2. Main Metric & Algorithm:

- **Metric:** Task Neglect Rate (TNR). Formula:  $TNR = N_{\text{overdue\_tasks}} / N_{\text{total\_assigned\_tasks}}$ .

- **Pseudocode:**

```
python
```

```
def calculate_tnr(ticketing_system, user_id):  
    """  
    Fetches tasks from a ticketing system (e.g., Vuln remediation, alert review).  
    """  
    # Get all tasks assigned to the user that are past their due date  
    users_tasks = query_jira(f'assignee = {user_id} AND status != Done')  
    overdue_tasks = [t for t in users_tasks if t['due_date'] < datetime.now()]  
  
    tnr = len(overdue_tasks) / len(users_tasks) if users_tasks else 0  
    return tnr
```

- **Alert Threshold:**  $TNR > 0.25$  for a sustained period (e.g., 2 weeks). (A quarter of tasks are consistently overdue).

#### 3. Digital Data Sources (Algorithm Input):

- **Ticketing System (Jira/ServiceNow):** API to query tasks by assignee and due date.
- **Vulnerability Management System:** API to pull overdue remediation tasks.

**4. Human-to-Human Audit Protocol:** This requires sensitive, confidential handling by a manager or HR. Look for patterns of absence, withdrawal from team communication, and a drop in productivity. A supportive, private conversation is required, not an audit.

#### 5. Recommended Mitigation Actions:

- **Technical/Digital Mitigation:** Use automation to handle the most repetitive and mundane tasks (e.g., auto-patching low-risk systems).
- **Human/Organizational Mitigation:** **This is primarily a mental health and management issue.** Ensure managers are trained to recognize signs of burnout and depression and have clear pathways to offer support (EAP, HR).
- **Process Mitigation:** Implement workload balancing and regular check-ins to prevent any one individual from becoming overwhelmed.