Contents

[**7.4**] **Flight Response Avoidance**

1. Operational Definition: A stress-induced response where an individual avoids or delays engaging with stressful security tasks (like complex alerts or incident response), manifesting as procrastination, task abandonment, or deflection of responsibility.

2. Main Metric & Algorithm:

- **Metric: Task Avoidance Rate (TAR)**. Formula: `TAR = N_reassigned_or_unclaimed_tasks / N_total_tasks_assigned`.

- **Pseudocode:**

  python

  ```python
  def calculate_tar(employee_id, start_date, end_date):
      # Get all high-severity tasks assigned to the employee
      assigned_tasks = query_jira_api(f'assignee = {employee_id} AND created >= {start_date}

      # Count tasks that were reassigned or left unclaimed until timeout
      avoided_tasks = 0
      for task in assigned_tasks:
          if task.status == "Reassigned" or (task.status == "Open" and task.time_since_assig
              avoided_tasks += 1

      total_tasks = len(assigned_tasks)

      if total_tasks > 0:
          tar = avoided_tasks / total_tasks
      else:
          tar = 0
      return tar
  ```

- **Alert Threshold:** `TAR > 0.2` (20% of high-severity tasks are avoided).

3. Digital Data Sources (Algorithm Input):

- **Ticketing System API (e.g., Jira, ServiceNow):** `assignee`, `created`, `status`, `status_history`, `priority`.

4. Human-To-Human Audit Protocol: Structured interview with the employee and their manager: "When was the last time you felt overwhelmed by a task and didn't know where to start?" "Can you walk me through your process when a critical alert is assigned to you?" Review workload and task complexity.

5. Recommended Mitigation Actions:

- **Technical/Digital Mitigation:** Improve task assignment logic to better match skill sets and current workload. Implement a "request help" button in the ticketing system that automatically pings a senior analyst.

- **Human/Organizational Mitigation:** Establish a mentorship program. Break down complex tasks into smaller, manageable sub-tasks with clear instructions.
- **Process Mitigation:** Introduce clearer escalation paths and define explicit criteria for when a task can be legitimately reassigned.