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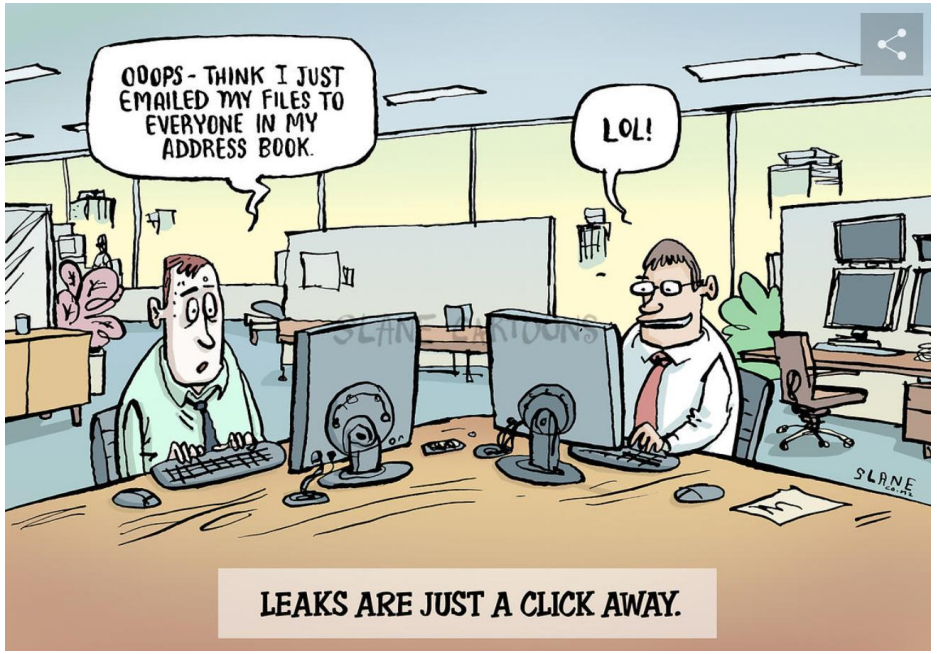
Building a Secure Citizen Experience and Sustaining Trust in Digital Government

We're working for Western Australia.

The Biggest Security Risk Today Sits Between the Keyboard and the Chair



Despite technology trends, somethings never change:

- User ignorance
- Stupidity; and
- (Occasionally) Maliciousness

So is it simply all about technology and penalising users - - or is it more about education?

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What Influences Behaviours & Attitudes Towards Cyber Security?

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- Peer Pressure
- Chance of getting caught
- Culture of the organisation
- Likliehood of the opportunity arising
- Acceptability of the behaviour
- Justification for their actions
- Visibility to the risks

Visual Hacking
Some Key Takeaways

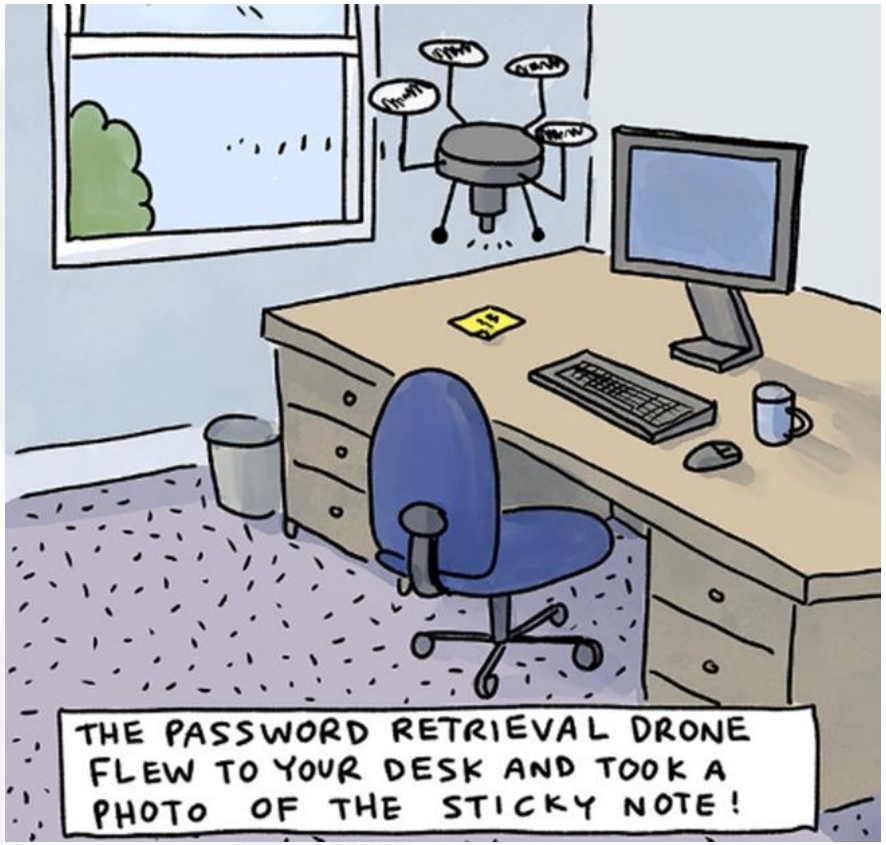
Worldwide results from research on the importance of visual privacy in the workplace:

Visual hacking is easy. In the global trials, a white hat hacker was successfully able to visually hack information 91% of the time.

It happens quickly. In nearly half of the trials, an undercover visual hacker was able to glean information in 15 minutes or less.

It goes unnoticed. The visual hacker was only stopped in 32% of global trials. It takes between a few seconds and a few minutes to glance and glean sensitive information which could later be used for malicious purposes.

From <https://www.pipamerica.com/cybersecurity-awareness-month-top-10-personal-cyber-hygiene-tips/>



Two Vital Considerations

The need for a flexible model - not a cookie cutter solution

- Different environments
- Different appetites to risk
- Different cultures

The Value proposition

- Different demographics amongst customers
- Too many senior people don't understand the risk or the costs of failure
- It is often hard to validate or assess evaluate the true level of risk in order to justify the costs of mitigation

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Thank You