



Elevate Security

# 5 Ways to Rethink Human Risk Metrics



What's the largest unaddressed gap in security? Solving for human-risk! But security teams can't change what they don't measure. Here are five steps you can take to gather and communicate human-centric risk metrics to not only make a measurable impact on your organization but foster a positive feedback loop to improve your overall security posture.

## 1. Identify your top risks and key behaviors

With a metrics-first approach, you can start with a baseline to benchmark current gaps in your security culture, and how, when or if those gaps close as your security awareness program goes on. By aligning your success metrics to risk-centric awareness and training you will improve the success of all other security departments. Most companies start with a few of the following risk-centric behaviors.

### Working Safely Outside of the Office:

Increase in the number of people connecting via VPN  
Increase in the number of privacy screens used  
Decrease in the number of insecure Wifi connections used  
Reduce the number of public conversations



### Phishing:

Reducing the click-through rate  
Increase the reporting rate



### Password Hygiene:

Increase the number of people who use a password manager  
Reduce password reuse across sites



### Using Internet Safely:

Reduce the amount of unknown and malicious sites visited  
Reduce the number of dangerous downloads on the network



## 2. Get the Data

Leverage insights from your security tooling to understand your human risk and map individuals to their security behaviors.

Key Behavior	Technology Sources for data
<b>Increase Reporting</b>	Reporter buttons, security inbox
<b>Phishing Susceptibility</b>	Mock phishing- Elevate, Cofense, Knowbe4 Email security - Proofpoint, Mimecast, Cisco, O365
<b>2FA Adoption</b>	Auth providers- Duo, Okta, O365
<b>Malware Infection</b>	Endpoint - SentinelOne, Carbon Black, Cylance, Crowdstrike, Symantec, Trend, O365
<b>Password Hygiene</b>	Password Managers - LastPass, Keypass, 1Pass Active Directory Hash analysis Breach notification- HavelBeenPwd, Spycloud
<b>Employees</b>	HR Data - Workday, Okta

## 3. Understand Your Riskiest Populations

Once you have the data, map it to your HR data to be able to answer the following questions:

What is my worst performing behavior? What are my most frequent incidents? Who are my repeat offenders and champions? What departments and geographies need the most attention?

## 4. Engage employee based on their strengths and weaknesses

Engage employees where they are at. Reward for great progress, highlight champions. Give data-driven feedback to low performers. Don't forget to involve the executives to drive down programs and remediate high-risk groups with tailored training.

## 5. Track progress overtime

Use the data to understand how your interventions are impacting employee's actions and risk overtime. Use these metrics to get program buy-in and continued support.