Behavioral Information Security Management

Why Behavioral Information Security Management?
To manage threats to information assets, organizations establish many different countermeasures. Common countermeasures include technical controls, security procedures as well as policies and awareness programs. Traditionally, the predominant countermeasures have been of a technical nature. Although technical efforts are important, individuals within the organization remain the weakest link in the defense against both internal and external threats.

Many information security incidents and successful intrusions could be prevented if people acted differently. Thus, to manage behavioral information security threats it is important to understand what drives existing security behaviors of employees and how these behaviors can be improved. The figure below shows how organizations can shape the behaviors of their employees through supportive leadership, learning tools and measurement procedures.
EY’s approach to behavioral information security management

Existing approaches to improve awareness and behaviors lack empirical evidence on their effectiveness and do not pay enough attention to the differences between organizations and their specific information security requirements. EY’s approach is research-based and helps clients direct initiatives tailored to the context of the organization. This will ensure a more robust organization where human factors are integrated into the line of defense against security threats and incidents. EY’s program offers companies 4 types of services:

▸ An as-is assessment of the current state;
▸ Recommendations and improvement opportunities;
▸ A road map on how improvements should be carried out;
▸ Implementation of a behavior change program for improving information security behaviors.

The components of a change program that shapes information security behaviors are depicted in the figure below.

Why choose EY?

EY has the necessary competence and experience to work as a partner when establishing a program that effectively manages behavioral security threats. EY’s approach to behavioral information security management is based on research and tailored to the specific security requirements of the client organization. This will ensure that the implementation of suggested improvements will have an effect and make a difference.

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