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To err is human
To forgive, divine

Alexander Pope

A “Just Culture” leads to
psychological safety =

questions appreciated
ideas welcome

mistakes/failure openly discussed
lessons learned







Humans make mistakes.

**Stress, friction, change
increases mistakes.**

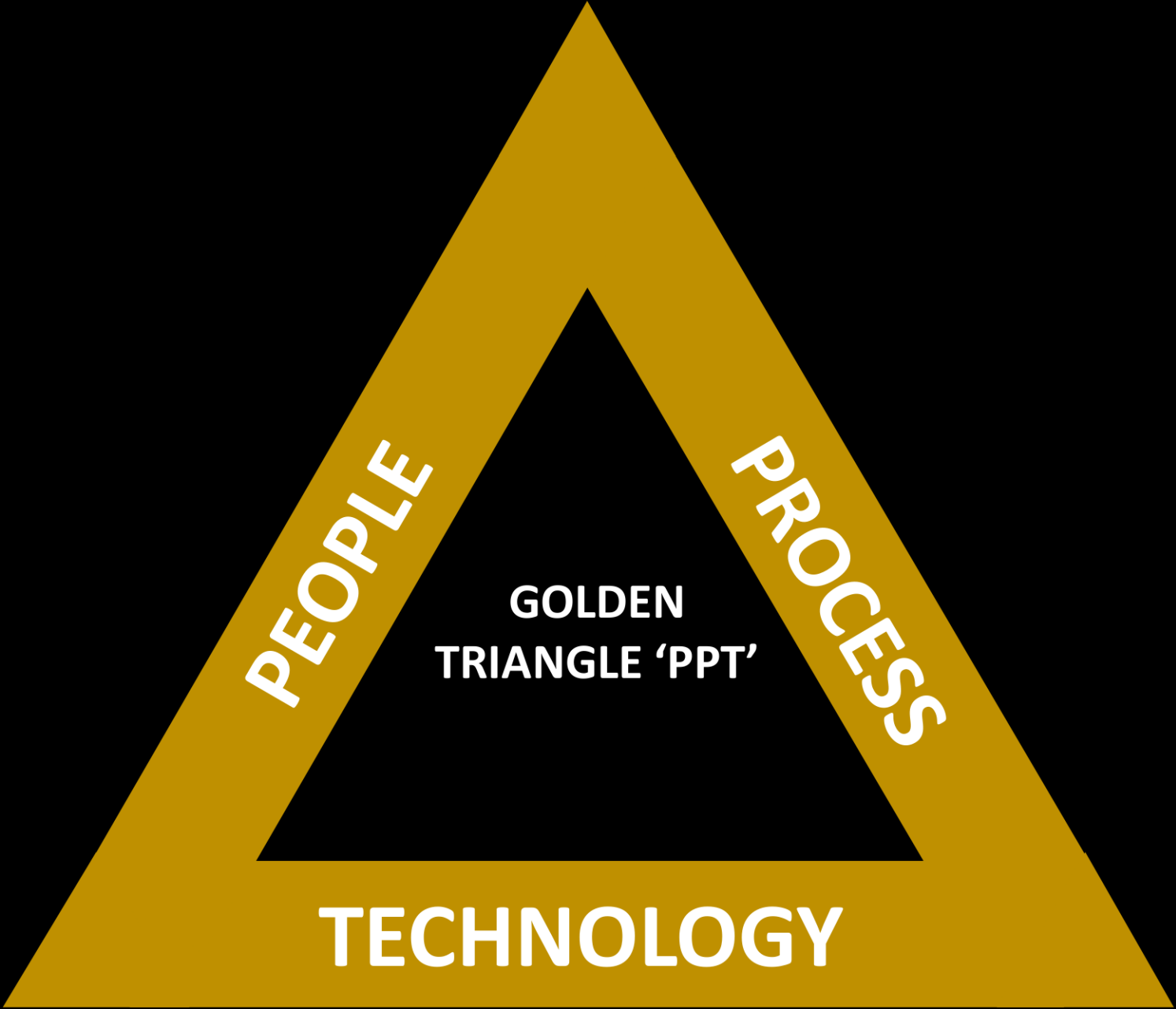
Mistakes increase cyber attacks.



80%

of cybersecurity breaches
involve the human element



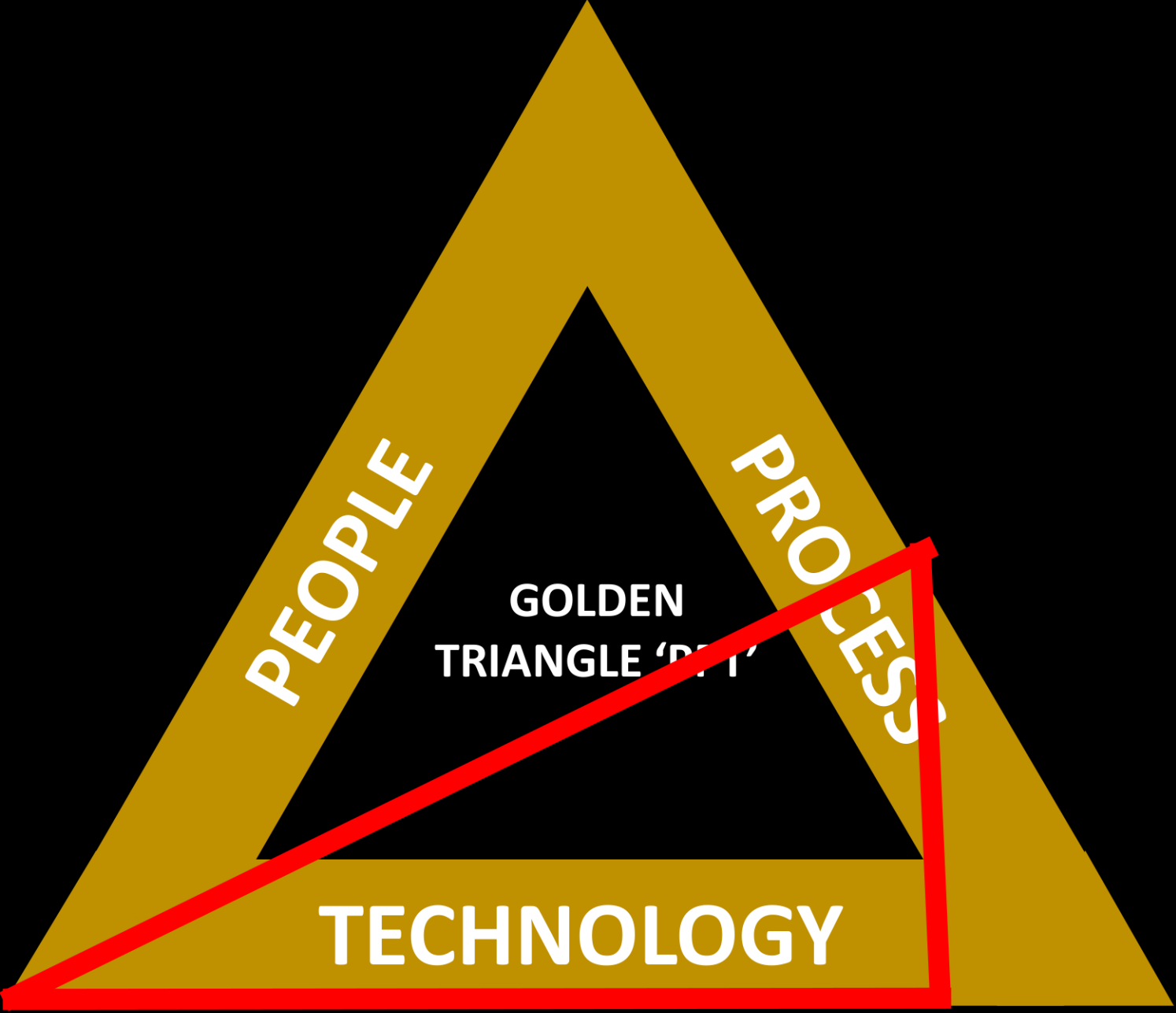


PEOPLE

PROCESS

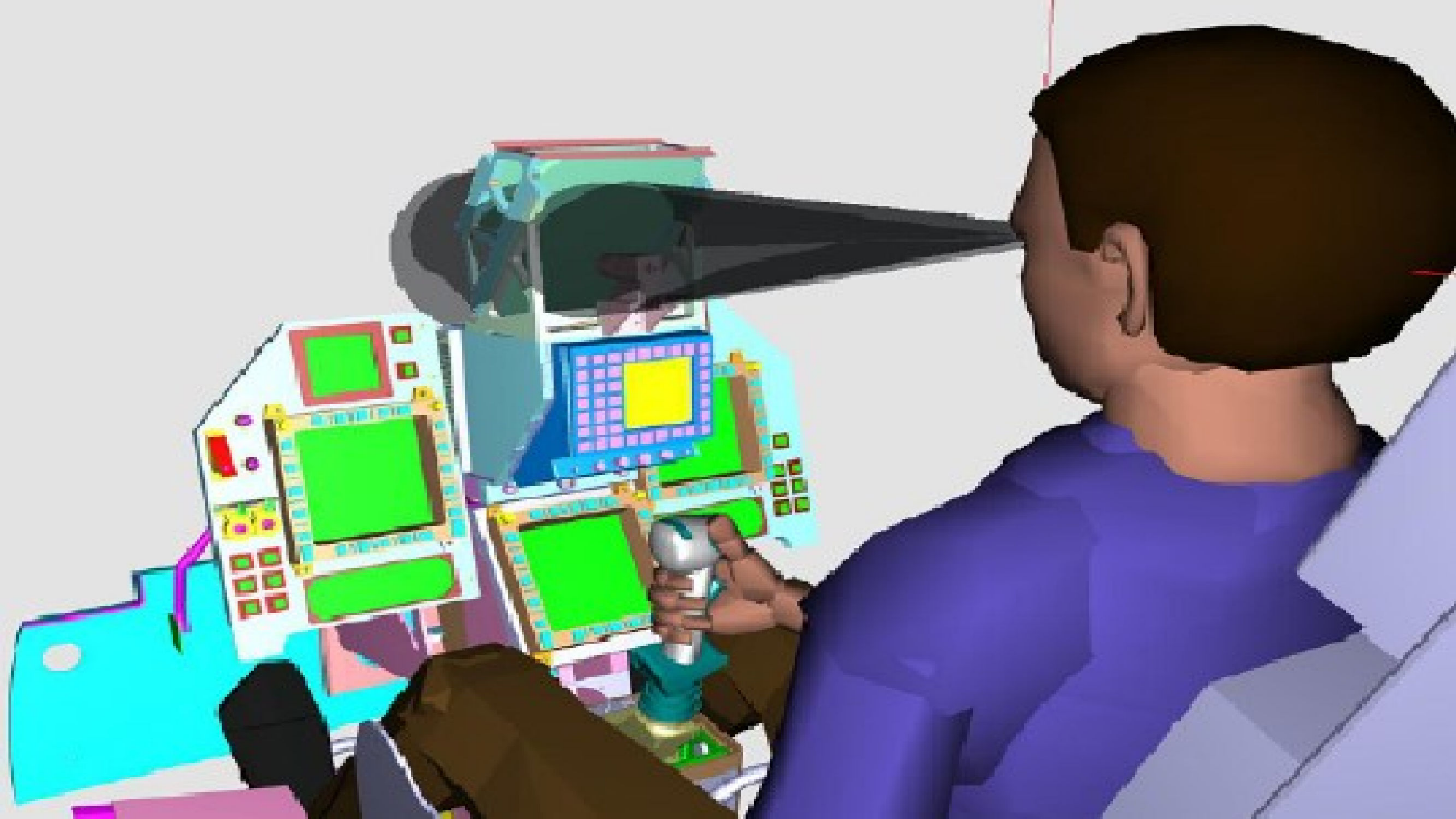
**GOLDEN
TRIANGLE 'PPT'**

TECHNOLOGY

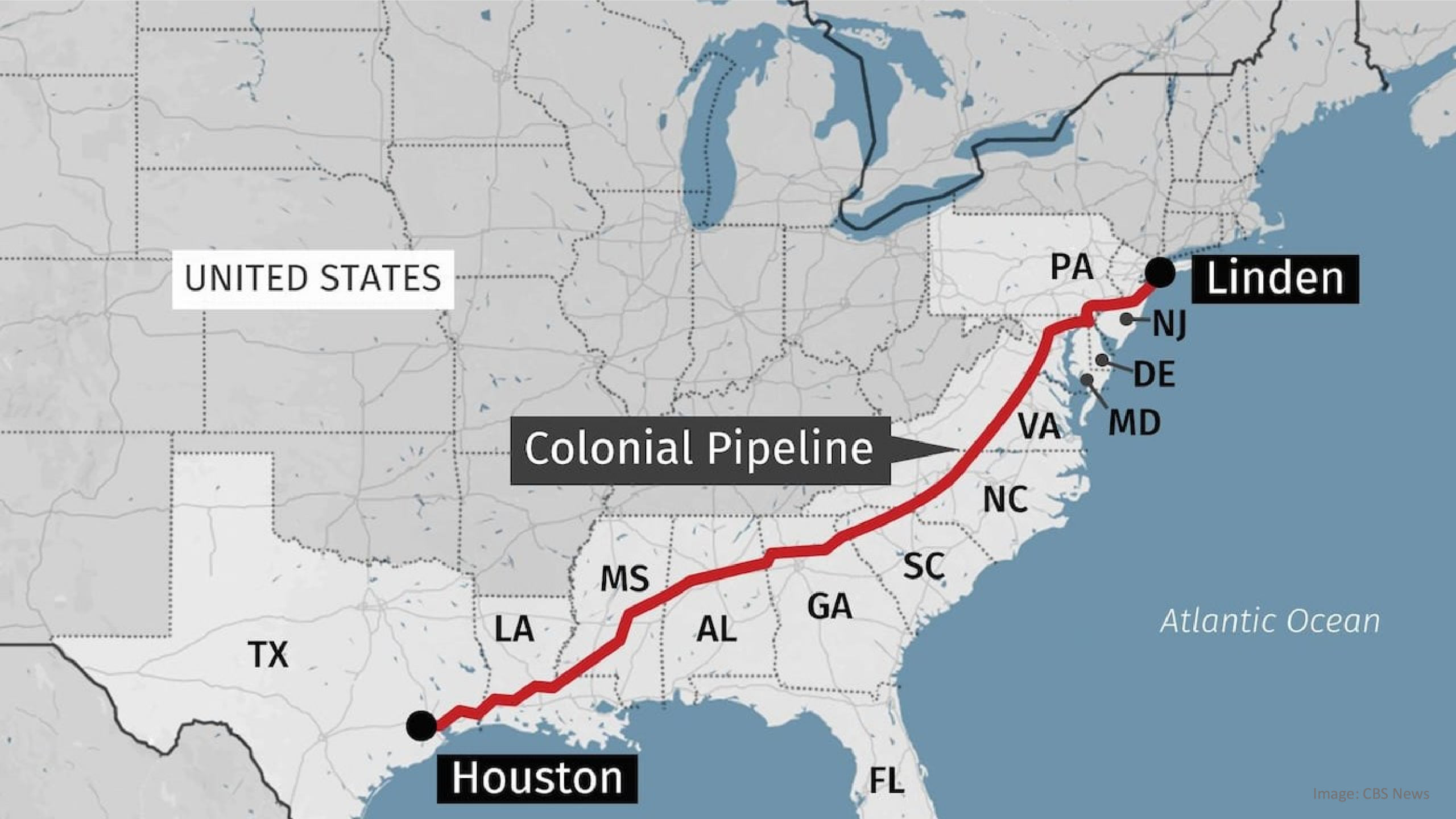








- Consider human capabilities/limitations when designing/engineering
- Regular realistic simulations to prepare for contingencies
- Train on the human factor!
- Encourage reporting of concerns and incidents *without fear of reprisal*
- Incident investigations focus on root causes
- Acknowledge that human errors are not isolated events but rather symptoms of deeper system issues



UNITED STATES

Colonial Pipeline

Linden

Houston

Atlantic Ocean

DESIGN FOR PEOPLE & HOW WE BEHAVE



Admit mistakes/failures

Build psychological safety

Talk & train on the human factor

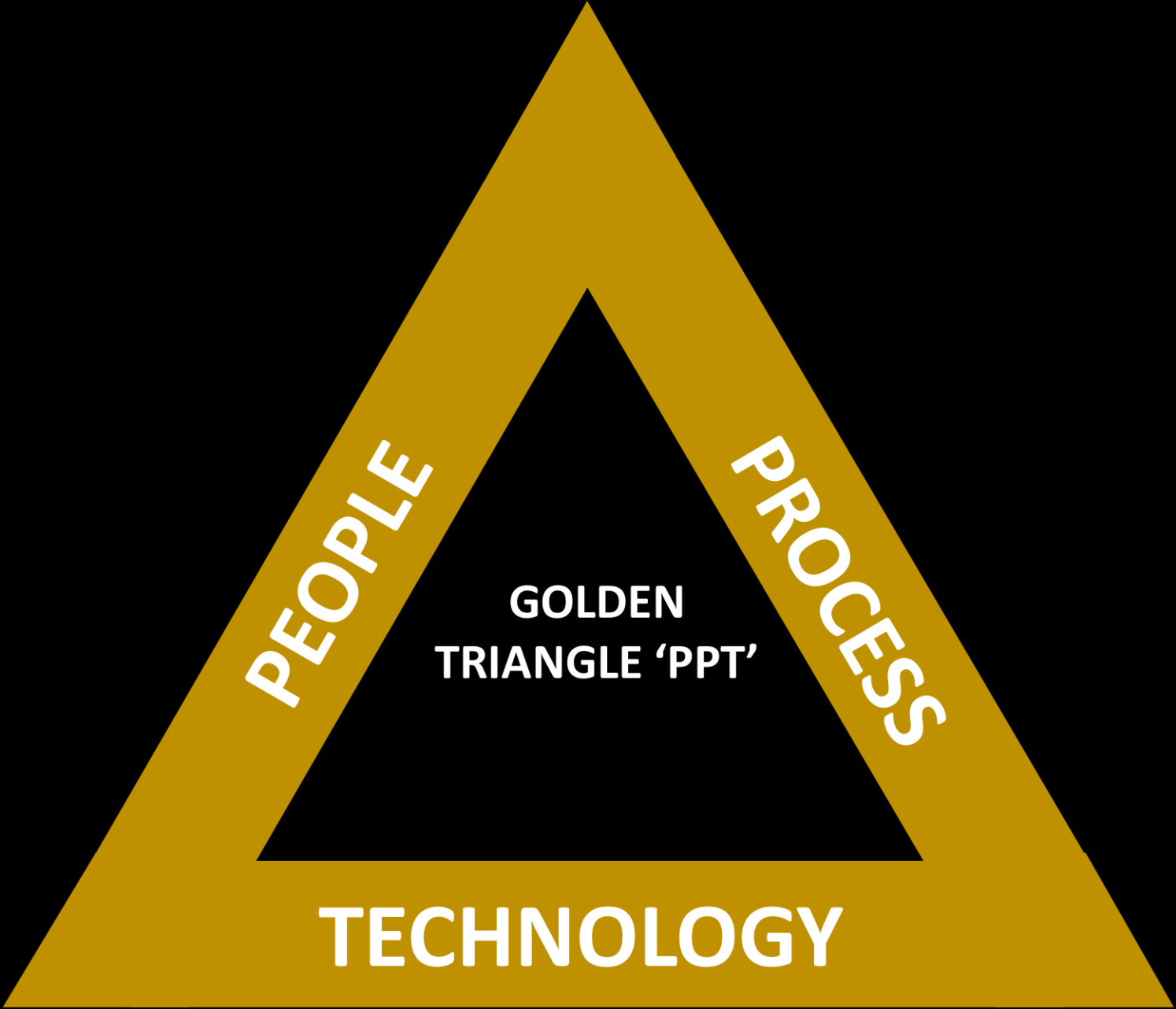
Simulations & contingency planning

Remove punitive SAT punishments

Implement Just Cultures

“If you think technology can solve your security problems, then you don’t understand the problems and you don’t understand the technology.”

Bruce Schneier



PEOPLE

PROCESS

**GOLDEN
TRIANGLE 'PPT'**

TECHNOLOGY

U can't TECH this.



U can't TECH this.

MAKE