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**Kiwi
bank.**

Resilience in Cybersecurity

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About Me

- Technology & Cybersecurity Specialist since 1997.
- Regional Experience: UK / EMEA / APAC.
- Industry Experience:
 - Automotive, Pharmaceutical, Banking & Financial Services, Government, Marketing & Data Organisations.
- Security Experience:
 - Security Operations, Consulting / GRC, Leadership, Incident Response.
- Fascinated by People, something of an optimist.



My “Why”

*Because we will always be a **target** for Cybercrime, but we don't have to be **victims** of it.*

Cybercrime – A Growth Industry

Unprecedented scale and unparalleled annual growth of incidents set the stage for a Resilience crisis in our industry

1. Global cybercrime revenues were estimated at \$1.5 trillion USD in a 2018 study of the industry. ⁽¹⁾
2. If measured as an economic output, cybercrime would have the 13th largest GDP globally.
3. Top targets: Financial Services, Energy, Professional Services, Government Agencies, Healthcare.
4. ~8 fold increase in incidents reported to CERT annually since being established in 2017. ⁽²⁾
5. 70% of Organisations say Cybersecurity skills shortages have impacted them & their objectives. ⁽³⁾
6. Up to 88% of CISOs consider themselves to be under moderate or high stress, with 48% stating it impacts their mental health. ⁽⁴⁾

(1) Bromium / HP Wolf Security – Into the Web of Profit - https://www.bromium.com/wp-content/uploads/2018/05/Into-the-Web-of-Profit_Bromium.pdf

(2) CERT NZ 2021 Report Summary - <https://www.cert.govt.nz/about/quarterly-report/2021-report-summary/>

(3) ESG & ISSA Research Report: The Life & Times of Cybersecurity Professionals 2020 - <https://www.esg-global.com/esg-issa-research-report-2020>

(4) Nominet Cyber Security – CISO Stress – Life Inside the Perimeter: One Year On - <https://www.nominet.uk/nominet-ciso-stress-report-one-year-on/>

Recognising Burnout

- Newcomers to the industry face a disturbingly steep learning curve.
- Fatigue & Burnout is a real threat to the Security Industry at all levels.
- Some signs of burnout...
 - *Physical and emotional exhaustion, drained a significant amount of the time, and lacking energy to engage in activities as usual (social or athletic).*
 - *An increase in pessimism, self doubt, or feeling like a failure.*
 - *Feeling helpless, trapped, or defeated.*
 - *Isolating yourself from others.*
 - *Staying preoccupied with work even when you are off the clock.*
 - *A general decrease in satisfaction with everything.*
- My only advice here: **Be Kind**

26

Number of
months of
average CISO
tenure

12-36

Number of
months to burn
out a Security
Analyst

Poorly

... But I'm getting better.

On Getting Better...



Corporate Lead

- Set Realistic Expectations:
 - Incidents *will* happen
 - Cultural change takes *years*
- Security is a *shared responsibility*.
- Security is not something that is *achieved*, it is something that must be *practiced*. Foster that culture.
- Common understanding of Risk in the organisation.



Team Lead

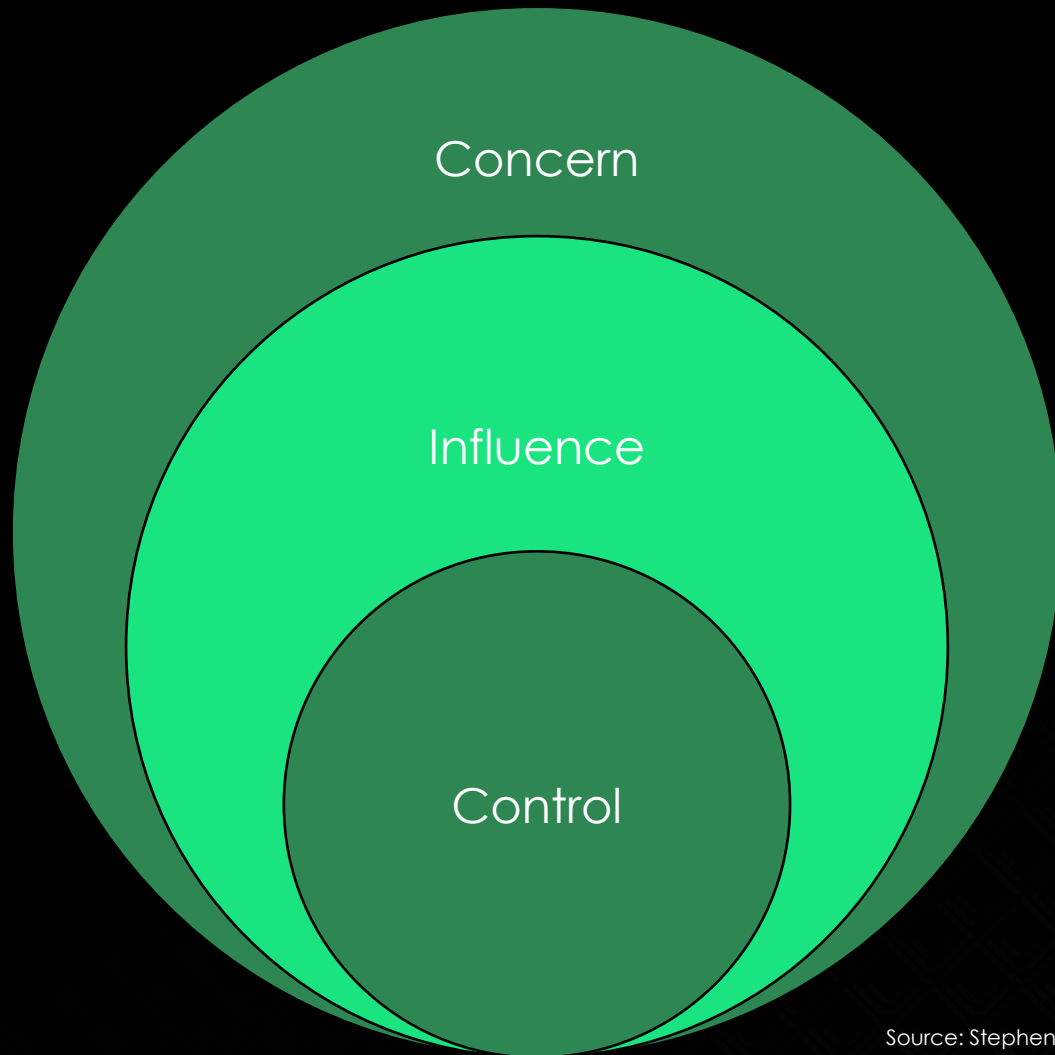
- Creating a team culture, based on mutual trust, which encourages experimentation and failure as part of role growth.
- Humanising the role of security as a people-led practice.
- Share the dream – the Why, the How, and the What.
- Understand our Attackers.



Personally

- Practicing Self-Care
- Deconstructing the Hero Complex
- Prioritising Life over Work
- Recognising my own Vulnerabilities

On Getting Better...



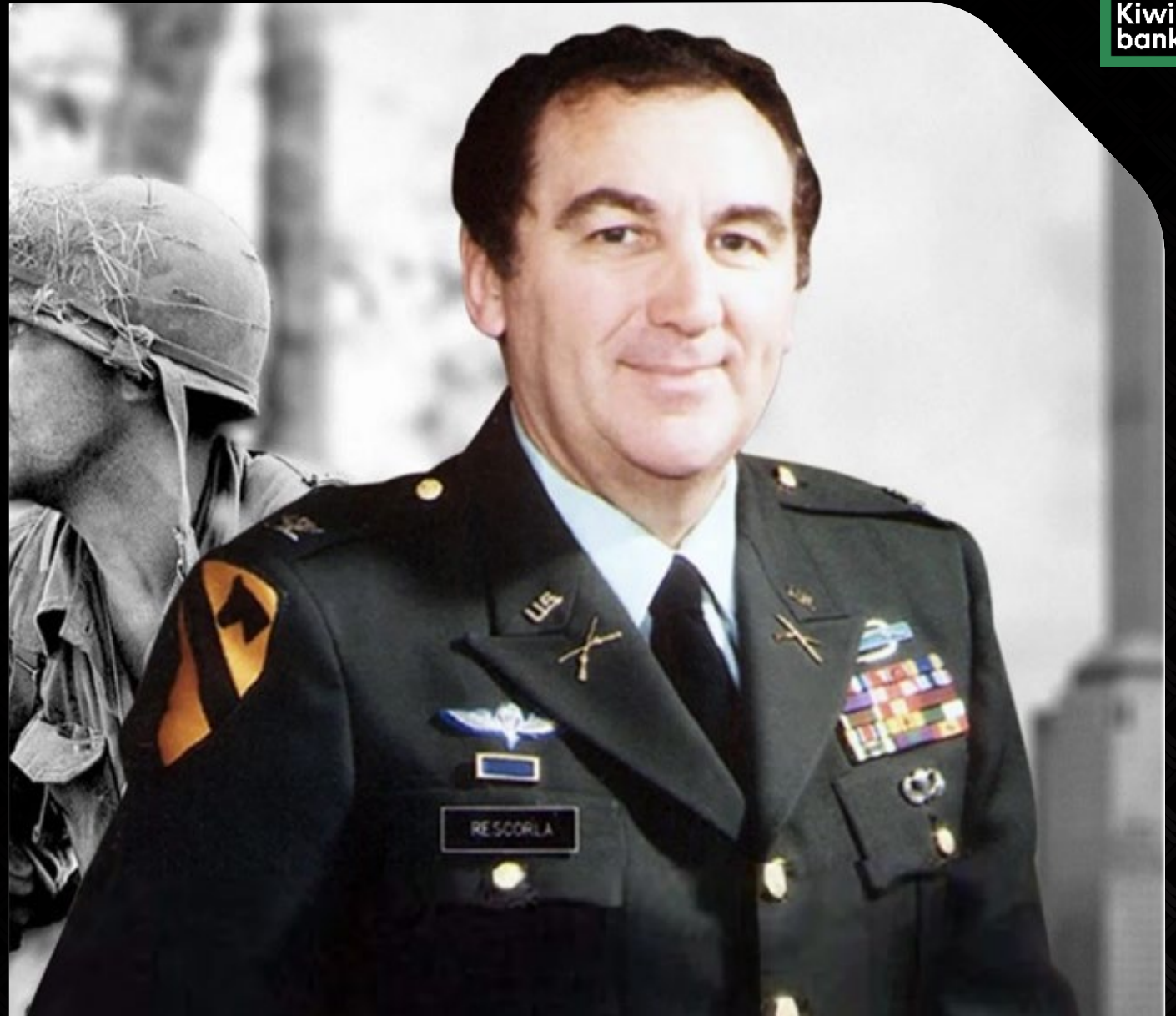
- Circle of Control – Small, things I am able to manage directly.
- Circle of Influence – Much larger, where common ground, collaboration, and mutually beneficial outcomes live. Must be actively grown.
- Circle of Concern - Whatever is on my mind, but I can neither control, nor influence.
- Proactive Approach – Focused on what I can Control & Influence, enlarges Circle of Influence.
- Reactive Approach – Focused on Concerns, reduces the Circle of Influence.

A finite amount of time & energy can be applied to either a Proactive or Reactive approach, *and it cannot be reused.*

Source: Stephen Covey – 7 Habits of Highly Effective People (1989)

On Being Prepared...

Rick Rescorla





Questions