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CISO Alliances –
Durban 10th June 2021

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Alliance - 'A union
formed for mutual
benefit'



Food For Thought/Topics Discussed



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"Africa's Security Culture"

Durban

Thursday 10th of June 3pm (SAST)
www.alliances.global
james@alliances.global

Session Leader:
Anna Collard
SVP Content Strategy &
Evangelist KnowBe4 Africa

In Partnership with: **KnowBe4**
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Session Leader: **Anna Collard – Knowbe4**

Session Title: **Africa's Security Culture**

Session Overview:

Security culture is the ideas, customs, and social behaviours of an organization that influence their security and it is directly associated with reduced risk. In a recently published KnowBe4 Research report, we demonstrated that organizations with poor security culture have a risk that is 52 times higher for employees sharing credentials. Anna will share findings from KnowBe4 latest research reports, such as our global Security Culture report 2021, our Africa's mobile users and privacy report 2021 and any trends we've seen from 2019 to 2020 in KnowBe4 Africa's cybersecurity awareness surveys. She will also share practical tips on how to improve security culture, what works and what doesn't and lessons learnt from some of our South African customers. Join us as we discuss the latest developments in security culture, understand some of the key challenges and learn how to effectively improve security cultures over time.

Key Takeaways

Security culture defined

Insights from KnowBe4's latest research reports:

Global Security Culture Report 2021

Africa's mobile user's privacy report 2021

Africa's cybersecurity awareness report

Lessons learned

Steps to successfully changing Security cultures



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Africa's Cybersecurity Culture

What you can do about it...

Anna Collard, SVP Content Strategy & Evangelist KnowBe4 Africa

The slide features a dark background with a world map, binary code, and various icons like a risk alert, a mail icon, and a document icon. The KnowBe4 logo is on the left, and the title and subtitle are on the right. The speaker's name is at the bottom.

Agenda

- State of Cyber Security Culture in Africa
- Africa's mobile users
- Changing Cultures

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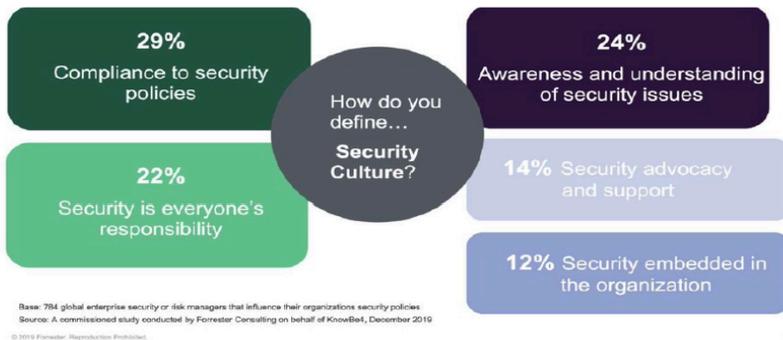
The slide features a dark background with a world map, binary code, and various icons like a risk alert, a mail icon, and a document icon. The title 'Agenda' is on the left, and the bulleted list is on the right. The KnowBe4 logo is at the bottom left, and the number '2' is in a small orange box at the bottom right.

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Food For Thought/Topics Discussed

Security culture undefined... 759 unique definitions



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- Before we talk about security culture, we have to agree on what is it that we're actually talking about.
- Organization from Norway that Knowbe4 recently acquired called 'Culture' have specialized in defining and measuring what security culture really means. By using scientific approve, by using how sociologists define culture in general.
- Using survey's and applying that to the security field. Split this up in the following 7 dimensions:



Seven Dimensions of Security Culture

"The ideas, customs, social behavior of an [organization] that influence their security."



Attitudes	Compliance
Behaviors	Norms
Cognition	Responsibilities
Communication	

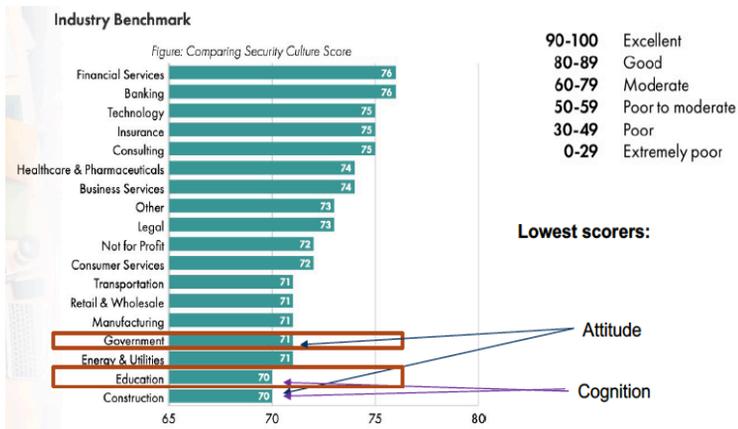
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Security Culture by Industry 2021



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- 2021 – Security Culture report, the education sector hasn't really approved from the previous year.



Regional

Table: Region

Region	Score	Organizations	Employees
Africa	72	39	32,442
Asia	71	15	7,301
Europe	73	100	22,828
Latin America	71	8	1,075
North America	73	1612	246,348
Oceania	72	47	6,730
Other ^[1]	72	51	4885

Poor	Mediocre	Moderate	Good	Excellent
0 up to 60	60 up to 70	70 up to 80	80 up to 90	90 up to 100

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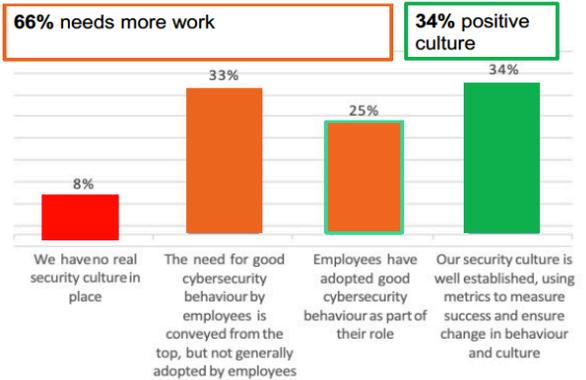
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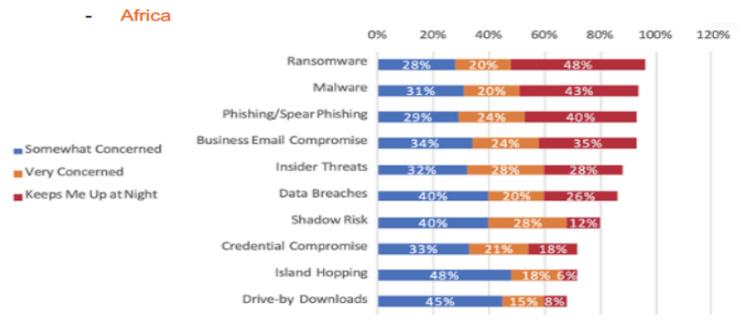
What keeps you up at night?

400 organisations from 18 African countries
September 2020

Security Culture in Africa



Cyber Threats



*KnowBe4 What keeps you up at night report Sept 2020, 400 organizations across 18 African countries

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Food For Thought/Topics Discussed

Impact of Cybercrime?

Were you affected by cybercrime while working from home?

Answers	Percent
Yes	24.15%
No	75.85%

*KnowBe4 Africa Cyber Security Awareness Study November 2020, 881 users across 8 African countries

Not knowing, what we don't know..



Problem right here



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WhatsApp use in Africa

Survey questions January 25th – January 30th 2021 to 800 users from 8 African countries:

- 100% employed (entry condition)
- 99% own smartphone

COUNTRY	
<input checked="" type="checkbox"/> Botswana	32 4.86%
<input checked="" type="checkbox"/> Egypt	98 14.87%
<input checked="" type="checkbox"/> Ghana	98 14.87%
<input checked="" type="checkbox"/> Kenya	99 15.02%
<input checked="" type="checkbox"/> Morocco	99 15.02%
<input checked="" type="checkbox"/> Mauritius	21 3.19%
<input checked="" type="checkbox"/> Nigeria	107 16.24%
<input checked="" type="checkbox"/> South Africa	105 15.93%



We discussed WhatsApp and the fall out from the security issues that were raised over the last year:



- Do you still use Whatsapp?
- Have your organisations stopped using Whatsapp?
- Do you still use Whatsapp?



Would you move away from WhatsApp?



Answers	Answers (%)
1 - not at all	11.92%
2 - only if my contacts are moving off WhatsApp	25.13%
3 - looking at alternatives, but will most likely stay on WhatsApp	23.58%
4 - I have already installed alternative tools and am using both WhatsApp and the alternative at the same time	27.85%
5 - I'm very interested in alternative platforms or have already moved	11.53%



- **60%** won't do anything
- **11,5%** consider moving (15% in South Africa)

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Food For Thought/Topics Discussed

Security Awareness "not so good" practices

- Or what doesn't work...?
- Annual Awareness Sessions
- Monthly security videos
- Sporadic phishing simulations

How can we as individuals as well as our organisations change security awareness?

Tip no 1: Get Executive Involvement



- Awareness starts at the top



- Use statistics & facts

- Ask for Involvement beyond just paying for it



Tip No 2: Measure It



Security Awareness Proficiency Assessment

Assessment | 10 minutes | October 2019

View Details | Already Added

Test your users in seven key security areas.

Detailed reporting that you can use to inform training campaigns.



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Food For Thought/Topics Discussed

Tip No 3: Work with other departments

CULTURE

- Work with HR
- Work with Marketing & communication
- Different cultures in different teams (i.e. IT vs finance)



Tip No 4: Content: Short, Sweet & Relevant

We change...



- If it affects family or money
- Doing the “right thing”



- If we “feel” it
- If engages our emotions
- If it's not too long or annoying



Tip No 5: Avoid cognitive overload



You can't effectively train on everything...

If your goal is behavior change,
focus on 2 to 3 behaviors at a time:

Social Engineering is the No 1 threat



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Tip No 6: Frequent, Random Phishing Simulations

- Frequent
- Randomized
- Increase difficulty level
- Teach red flags
- Make it easy to report

Tip No 7: Use Incentives



Carrots:



- Bonus for not being phished in 12 months
- Prizes for participation



Stick:



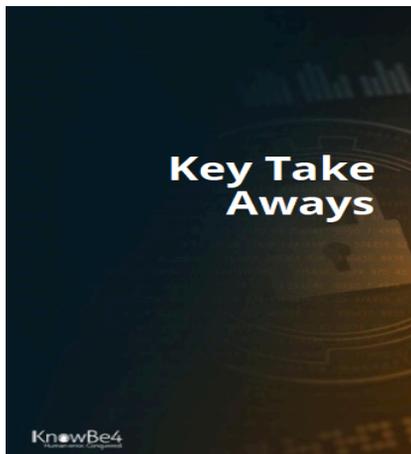
- Remedial training
- Management follow up
- KPIs / performance management



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Food For Thought/Topics Discussed



- We need to work on improving security cultures on the continent
- A positive security culture will lower risks significantly
- Applying the right levers will bring results

Please get in touch:



Anna Collard



@anna.collard3

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Community Questions :

Q – Has security awareness become stale during the pandemic with it being more relevant during the pandemic?

A – The first few months of the pandemic, there was bigger fish to fry, however it came to the fore front of peoples mind. Making it effective in a hybrid world is now the challenge



Q – Has Cyber insurance been affected?

A – Cyber insurance now have certain factors that you have to meet around security awareness to make sure that your cover is valid.



Q- Do this insurance companies upsell you to include these factors or is it a genuine need?

A – Some insurers are not even quoting, depending on what regions you work with in. If your risk profile is high then they won't even quote.



Q – Have organisations stopped using WhatsApp and stopped individuals use it?

A – WhatsApp is still being used, especially for organisations working in different countries. Vast majority of people are still using WhatsApp as well as others such as signal. Organisations are encouraging people not to share work documents through WhatsApp.



Q – Where does cyber security need to start to improve the culture around it?

A – It needs to start with parents and school pupils, it needs to be part of schooling and what students are being taught. Changing mindset is important so people start to look critically at all news and not believe everything you see.



Q – Is awareness needed right from the top of organisations or are your organisations aware what's needed?

A – Don't think its an issue of organisations not awareness , however it's still an issue that they don't see it as an issue, it's as if people still think 'it won't happen to us'



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