

RANSOMWARE AS A PEOPLE PROBLEM

OPSBA Education Labour Relations and Human
Resources Symposium

MARK ANDERSON, OSBIE • DAVID WRIGHT, DDSB • DAN MICHALUK, BLG

APRIL 26, 2024

objectives

- To help you appreciate the gravity of the risk and the role labour relations and human resources plays in addressing it
- To identify action items for labour relations and human resources and motivate you to act



- The DDSB experience
- OSBIE's support
- Overall trends in the sector
- What is causing ransomware attacks?
- Why the greatest impact is on employees and unions?

The problem – what to expect

Employees are the key to good security



Behavioral issues

Phishing remains the “attack vector” for approximately 25% of ransomware cases

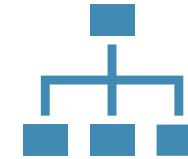
Employees can be like pack rats, and don’t have time to organize and purge data

Employees may cut corners and breach rules to get their work done



A “hardened” network is generally harder to use

Ask IT, “What controls would you implement if not for user resistance? Multi-factor authentication? Conditional access – access tied to a specific device? Others?”



The Board needs your help in leading a change management process

How can we build a strategic vision that instills a “security culture”? How do we gain federation and union buy-in?

Behavior modification options

How are your rules?

Are they the right ones?
Do you know which ones are important?
Are they clearly set out in policy?

Are you communicating them well enough?

What's your phishing awareness approach?
Do you use signoffs?

When things go wrong, what's your approach?

When is it right to educate?
When is it right to punish?
How do you encourage reporting? Learning?

RANSOMWARE AS A PEOPLE PROBLEM

OPSBA Education Labour Relations and Human
Resources Symposium

MARK ANDERSON, OSBIE • DAVID WRIGHT, DDSB • DAN MICHALUK, BLG

APRIL 26, 2024